



Hampshire Healthcare
Library Service

Hampshire Healthcare Library Service

Annual Report 2014 – 2015



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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 2014 – 31 March 2015 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 (SHFT), and in 2014-2015 also provided library services to NHS staff in Hampshire Hospitals NHS Foundation Trust (HHFT) plus some additional organisations via funded service level agreements.

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.

The library service's core activities are:

- Identifying best evidence through our expert literature search service
- Supplying relevant up-to-date evidence-based 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 a high-quality environment for private study

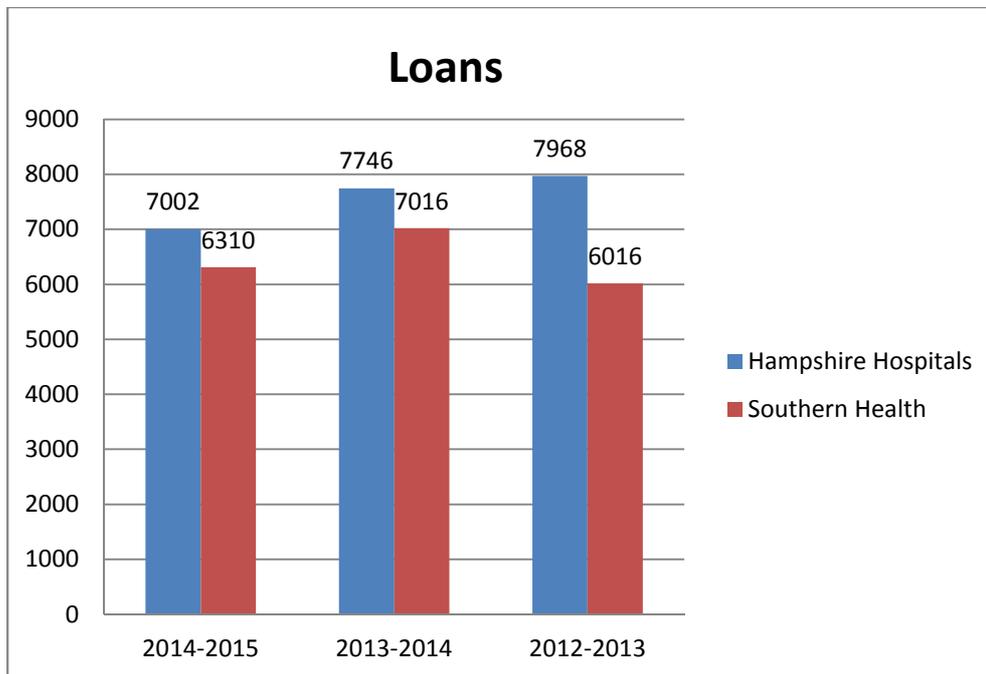


HHLS services can be accessed remotely and customers do not need to attend the library in person to use them. Outreach services continue to develop and Knowledge Specialists visit many outlying sites on a regular basis or by appointment.

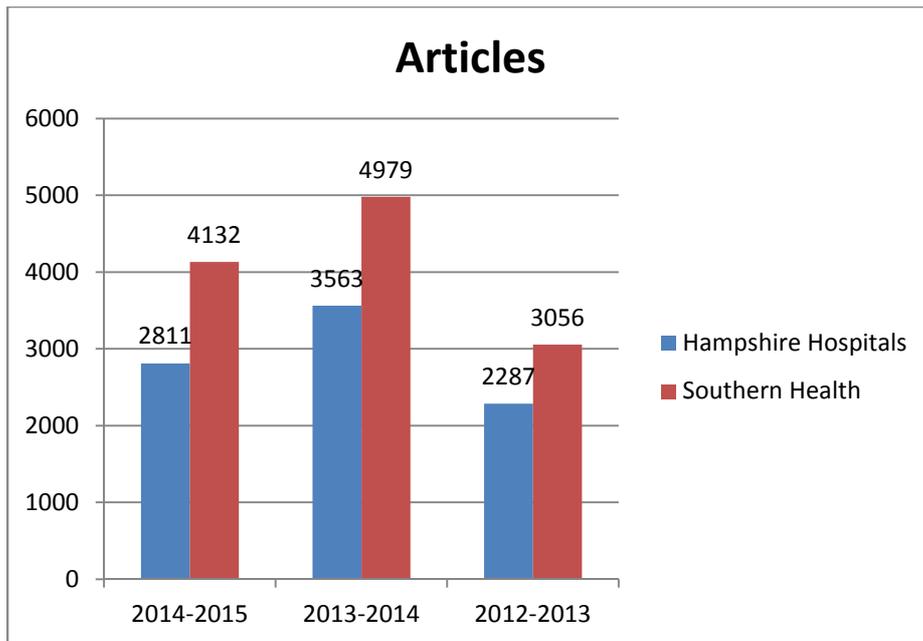
The library website www.hantshealthcarelibrary.nhs.uk provides easy access to HHLS services.

Activity levels in 2014 - 2015

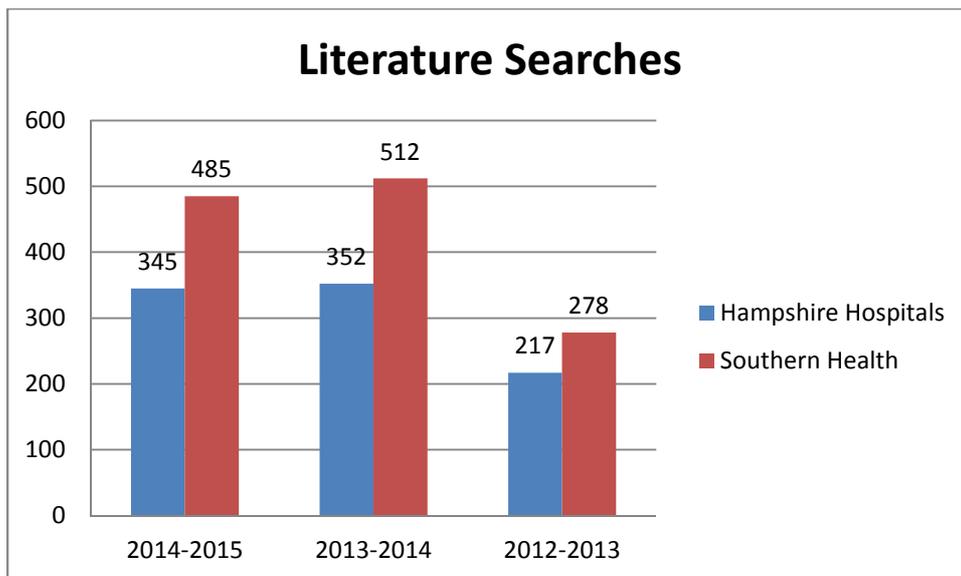
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There was a small reduction in the number of literature searches carried out but numbers were still higher than two years ago (2012-2013).



Summary of the year 2014 – 2015

The year was essentially one of consolidation when activities mentioned in earlier annual reports continued and were developed. These included the generation of extra income through service level agreements with various NHS bodies, further development of marketing activities across our stakeholder organisations including our social media presence, continuing outreach activities and ward rounds and having a presence at local conferences.

Library staff contributed to the wider activities of the trusts in several ways for example on the LEaD Evaluation and Barriers to Learning groups in Southern

Health, helping to produce student guides and working in medical records for short periods in January to help ease winter pressures in HHFT.

The publication of [Knowledge for Healthcare](#), a development framework for NHS libraries in England, at the end of December 2014 started to have an impact on HHLS. Its ambitious vision is that “NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making .learning, research and innovation to achieve excellent healthcare and health improvement.” The framework states that libraries have a pivotal role in delivering this vision.

Key areas of focus are identified as:

- Proactive customer-focused services
- Quick and easy access
- Effective leadership, planning & development of the LKS workforce
- Optimising funding for best value
- Quality and impact

While some tasks will be done nationally there is scope to develop services locally along the principles of Knowledge for Healthcare. Stakeholders and library staff have started working on how best this can be achieved.

Key achievements in 2014 - 2015

Delivering a high quality service

We have achieved 97.8% compliance with the Library Quality Assurance Framework (LQAF), an improvement over last year (95.8%). LQAF is the quality standard against which NHS libraries are measured.

Making an impact

The Winchester library received a Wow! Award in April 2014 in the category Above and Beyond and we also received 2 other nominations.



Customer feedback included the following comments:

I have always relied very heavily on you when it came to my journal club presentations. You have been very efficient with all the journal searches. Always accommodating and very reliable and I am very grateful for all your help. You have always been more than willing to help, meeting deadlines and yielding very good results.

CT2 psychiatrist

... you have been incredibly responsive to me when I was after information as part of my studies. Within a short timescale you delivered a very comprehensive list of further reading, journals etc. that I could use. It is the quickness and understanding of needs that has really impressed me.

Trainer

One ward round that Helen was supporting asked a question about a common clinical dilemma. Helen researched the area and brought the clinical team's attention to a set of guidelines of which we had been previously unaware. This led to a full audit cycle project where we were able to identify inconsistencies in practice. This project is expected to lead to improvements in the way patients are cared for on ICU.

Consultant

Extending our services

HHLS took advantage of a national CPD opportunity to develop skills in summarising and synthesising, to offer this service in addition to our traditional literature searching services. Gaining the necessary skills proved challenging but the new service is now nearly ready to be offered to customers. HHLS is working more closely with researchers in both trusts, and will soon be launching 'Research Hubs' in Basingstoke and Winchester to offer first point of contact to staff undertaking or interested in becoming involved in research.

Improving the library environment

It is important that the libraries provide a pleasant environment conducive to study and reflection. An audit tool was developed and used throughout the service to ensure high standards. The Winchester library was brightened up by some repainting and the purchase of some new furniture.



The quality of the book stock and accuracy of the catalogue were improved at all library sites by:

- Carrying out stock takes and withdrawing missing items from the catalogue
- Systematically reviewing the book stock and withdrawing out of date items.

Going forward: priorities in 2015 – 2016

HHLS priorities will be shaped by Trust requirements and the implementation of Knowledge for Healthcare. The current contract between Southern Health and Hampshire Hospitals Trusts for the provision of library services finishes in March 2016, offering an opportunity to reshape and modernise services building on the work that has already been done and using the skills and expertise of library staff.

Pauline Blagden
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June 2015