

Annual Report

2022-2023

Overview

The Library and Knowledge Service (LKS) had a busy and rewarding year.

Key achievements in 2022-2023 include:

- ✓ Improving our Quality Improvement Outcomes Framework rating
- ✓ Working closely with Clinical Education colleagues
- ✓ Demonstrating how we impact patient care
- ✓ Ditching our masks and seeing colleagues again

Barbara Moye

Library and Knowledge Services Manager

The year in full

Access to services and resources

The Library and Knowledge Service was a buzz of activity again, on site and online. Demand was high for training and learning spaces and quiet areas to sit and work. The faces previously hidden behind face masks became more familiar and we were able to provide the support they needed. We successfully removed most of our print journals from the shelves as they can now be accessed electronically. This will enable us to review the space and try to provide more seating space for library users in future. All computer workstations have been re-activated after Covid 19 and are available now to staff to sit and work. Webcams and headphones have been purchased and attached to all the workstations. Challenges with staffing shortages led us to briefly offer only an online service on Fridays in January and February but we have been able to reopen the physical space five days a week since March 2023. Staff shortages have continued forcing us to cut back our training temporarily and take a little longer with some enquiries. The addition of some extra staff has now helped.

The library purchased some licences to the Health Service Journal (HSJ) enabling senior managers and executives to have immediate access to the latest news and reports. We continue to provide articles on request from other members.

Promotion

We visited the community hospitals providing information to staff and one-to-one training opportunities, and a new video explaining library services was launched in Libraries Week.



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Lisa and Barbara at
Brighter Ideas

The team promoted our services at a range of events including the Preceptee Conference, Health Care Support Worker Day, Brighter Ideas, International Nurses Day Conference.

Quality Improvement (QI)

Within our regional network we have adopted an improved system for managing inter library loans of books and request for articles, with more planned shortly at a national level.

Our rating under the Quality Improvement Outcomes Framework return to Health Education England was revised upwards after we resubmitted further evidence with our scores at or above the mean average in all six outcomes.

We have made some small but significant improvements using more forms and automated flows to improve the quality and speed of services, including an improvement suggestions form. For more time savings we also transferred our draft emails onto Outlook templates.

Evaluating Services

100% of respondents would recommend our training courses to colleagues.

“very knowledgeable & approachable”



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Delegates would like larger groups and more opportunity to practice their skills. Other improvements we are working on include further help sheets, signposting to additional elearning courses and training on alternative databases.

*“presented the information really well in a way that
was clear and accessible”*

*“really helpful and supportive session, she made something
that I was quite wary of - far less scary”*

We have already made some changes for accessibility. Our training courses are now listed on Nexus elearning and next year will be fully bookable there too.

Working together with colleagues

Collaboration with the Clinical Practice Educators has continued with librarians supporting delivering health literacy and health misinformation sessions to healthcare support workers on the Stepping Up program. It has been rewarding to see participants recognise the importance of patients, relatives and carers being able to understand health information and the link to health outcomes and patient centred care.

We have heard many stories from their work and their personal lives where misunderstanding information has impacted on care and the patient experience. They have learnt techniques to help them give information and check a patient's understanding which, we hope, will improve their patient's experience. We are reviewing and refining the programme for next year.



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The library hosted the Health MOT Kiosk in June enabling staff to check their health and signposting our health and wellbeing books.

We held another Randomised Coffee Trial (RCT) matching up participants with a colleague at random across the organisation for an online chat. The RCT has workplace benefits, encouraging networking and improving wellbeing as most staff said they felt more relaxed afterwards. Overall, staff were able to make connections for future collaboration, and learn how other teams can work together to benefit one another.

“a lovely and relaxed way to network and take time out to build relationships”

We continue to:

- produce the weekly Learning and Development News bulletin with support from our training compliance and clinical education teams.
- participate in the Purple, Pride, Race Equality networks sharing best practice, ideas and suggested reading, and have a Pride Champion, Lisa Manning, in our team.



Roelien and Katie at the Staff Networks Day



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The library now manages the collection and return of laptops for student nurses and allied health professionals during their placements on behalf of the Clinical Education team. This provides a more easily accessible central point for collection, saving both students and colleagues time, and ensuring students know how to access the library for their studies.

A new sustainability bulletin was launched in 2022 providing new research and news on environmental developments relevant to healthcare professionals

Staff changes

The LKS team said farewell to librarian Anna Shipway and welcomed two new team members. Mehwish Mehmood has been supporting our Library Assistants since August 2022 .Knowledge Specialist (librarian) Katie Wise joined us on secondment from Royal Berkshire NHS Foundation Trust in February 2023.

Demonstrating Impact

Our quarterly impact surveys show that staff are using the library to develop new knowledge, confirm existing knowledge, develop guidelines, provide direct patient care, do research and much more. We have also identified areas to explore, like expanding the support to administrative and clerical staff.

We have developed three case studies demonstrating how using the LKS impacts on patients and staff. Further details available on request.

1. Barriers to the uptake of Healthy Start Voucher scheme

“It would have taken me a long time to kind of gather that information... I wouldn't have been able to do such a detailed search for sure. I probably would have more concentrated on like just kind of available websites than actual evidence.”



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2. A service evaluation of the local Systems Training for Emotional Predictability and Problem Solving (STEPPS) programme

“Without this I wouldn't have completed my service evaluation in time. ... now we've got some evidence that it is helpful, and it also reduces the frequency of contact with emergency mental health services for those people who complete the programme”

3. Student laptop loan management

“The students have felt a sense of belonging in the team as they have the correct access and equipment from day one. We have seen improvement in student experience survey regarding the induction/set up”.



One of the displays in the library to welcome our Junior Doctors

Partnership working

Externally, we continue to support Public Health Berkshire West colleagues through a service level agreement and help local hospice staff. Regionally, all NHS library managers have networked to share



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experiences and best practice, whilst investigating how we can support the integrated care systems.

This year we continued our work with the library at Royal Berkshire NHS Foundation Trust on health literacy awareness and a joint discussion with public library colleagues handling health enquiries. We promoted the school health literacy toolkit to West Berkshire Council.

As a member of the Psychiatric Libraries Cooperative Scheme (PLCS) we continue to request and supply more specialised requests for psychiatric articles with colleagues both in and outside the NHS.

We are on the regional NHS library reporting and circulation groups, working to provide statistical reports and answer queries on our shared library management system across the South West region.

session.



Berkshire Healthcare Library @LibraryBHFT · 29s

A great day all round, helping facilitate a knowledge cafe and promoting the library services to our wonderful @BHFT healthcare support workers.



AHPsBerksHealth @AHPsBerksHealth · Mar 29

Today we celebrate our health care support workers @BHFT conference



Health Care Support
Worker Away Day



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We are proactive in several national communities of practice, including Health Literacy, Health Libraries Group (HLG) and Sustainability sharing best practice and receiving support within the community. We submitted a poster on our health literacy work to the HLG Conference and followed up with presenting it at an HLG lunch and learn

Future plans

We continue to offer a blend of virtual and physical services with all staff working both at home and in the library. The focus for 2023-2024 is set out in our [library strategy](#).

And finally, as a team we are proud to be working in such a close-knit team, who continue to innovate, improve and consistently deliver our services in a welcoming and supportive way.

For further information about the Library and Knowledge Service and any of our services please contact us by email, Nexus, the Berkshire Healthcare website or on social media.

Berkshire Healthcare Library and Knowledge Services
Prospect Park Hospital, Honey End Lane, Reading, RG30 4EJ

0118 960 5012

library.healthcare@berkshire.nhs.uk

From the Library and Knowledge Service team:

Library Manager

Barbara Moye

Deputy Library Manager

Helen Mugleston-Dahlke

Knowledge Specialist (librarian)

Helen Williams and Katie Wise

Library Assistants

**Roelien Clarke, Lisa Manning
and Mehwish Mehmood.**

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Appendices

Resource Changes

We added 29 new ebooks and 98 print books to our collection, and added new journals including:

- Taylor & Francis Mental Health and Social Care Journal Collection
- Taylor & Francis Psychology Journal Collection

Continued subscriptions

- PsycTherapy offering videos of real psychotherapeutic sessions
- Clinical Key Psychiatry and Clinical Key Nursing
- Emerald Health and Social Care ejournals
- Stahl Online collection of neuropsychopharmacology books by Dr Stahl
- Wiley Medical and Nursing journal collection
- Springer Tailored Collection of ebooks and journals
- Mark Allen Internurse journal collection
- 12 individual journals
- 50 CPD Online licences from the Royal College of Psychiatry for medical staff
- Royal Marsden Manual of Clinical and Cancer Nursing Procedures
- SocIndex database of sociological research
- Educational board games
- Oxford Handbooks.
- Maudsley Prescribing Guidelines
- UpToDate evidence-based clinical support tool
- BMJ Best Practice clinical decision support tool.



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Our service in numbers



Signed up **417** new library members



Researched **114** evidence searches to support research and decision-making



Loaned out and renewed **2348** books



Sourced and delivered **1031** journal articles



Enabled access to **thousands** of online articles, ebooks and clinical decision tools



Created and sent **50** L&D news bulletins



Offered **1** Randomised Coffee Trial



Delivered **40** training sessions



Attended **8** outreach visits to other Berkshire Healthcare locations



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