

QuEST Library & Knowledge Service

Strategy 2017-2022

1. Introduction

This is the first joint strategy for the QuEST Library & Knowledge Service (LKS) at Frimley Park and Wexham Park Hospitals. It has been formulated to ensure the integration and continuation of the libraries' core services, and to successfully deliver its joint vision. It aims to identify opportunities for improved service delivery as well as factors that may impact on the delivery of services in the future, and maps out a strategic direction for the next five years by:

- Developing objectives which support Trust and Directorate strategies and deliver our vision
- Setting objectives that enhance our core services to the Trust and partner organisations
- Aligning objectives with Health Education England (HEE) priorities, in key areas identified in HEE's Knowledge for Healthcare framework
- Defining KPIs that effectively monitor our activity and demonstrate our performance and worth

2. Background

2.1 Services & Resources

There are staffed libraries at Frimley Park Hospital and Wexham Park Hospital, each housing resource collections and study facilities; resources are increasingly electronic, and these are all accessible cross-site and remotely using the merged OpenAthens ID. Services provided include:

- Training in information skills, finding the evidence, and study skills
- Answering simple and complex enquiries
- Literature searching
- Current awareness
- Access to a range of print and electronic resources
- Document supply and interlibrary loans
- Access to IT, including desktop PCs, printing and scanning facilities, and wi-fi
- Study spaces for groups and individuals
- Self-service loan unit
- 24/7 access

2.2 Users

The LKS provides access to knowledge and evidence for patient care across the local stakeholder health economies including the following organisations:

- Frimley Health NHS Foundation Trust
- Public Health teams in East Berkshire
- Defence Medical Group South East
- South East Coast Ambulance Service NHS Foundation Trust
- Southern Health Foundation Trust
- Surrey and Borders Partnership NHS Foundation Trust
- Virgin Care Services
- CCGs in East Berkshire
- CCGs in Surrey and North East Hampshire
- GPs and practice staff in East Berkshire

In addition, services are provided to healthcare students based in the local health economy from the following organisations:

- American University of the Caribbean
- Bucks New University
- Imperial College London University
- Oxford Brookes University
- St Georges Medical School
- University of Southampton
- University of Surrey
- University of West London



IT Suite, Frimley Park Library

2.3 Strategic Context

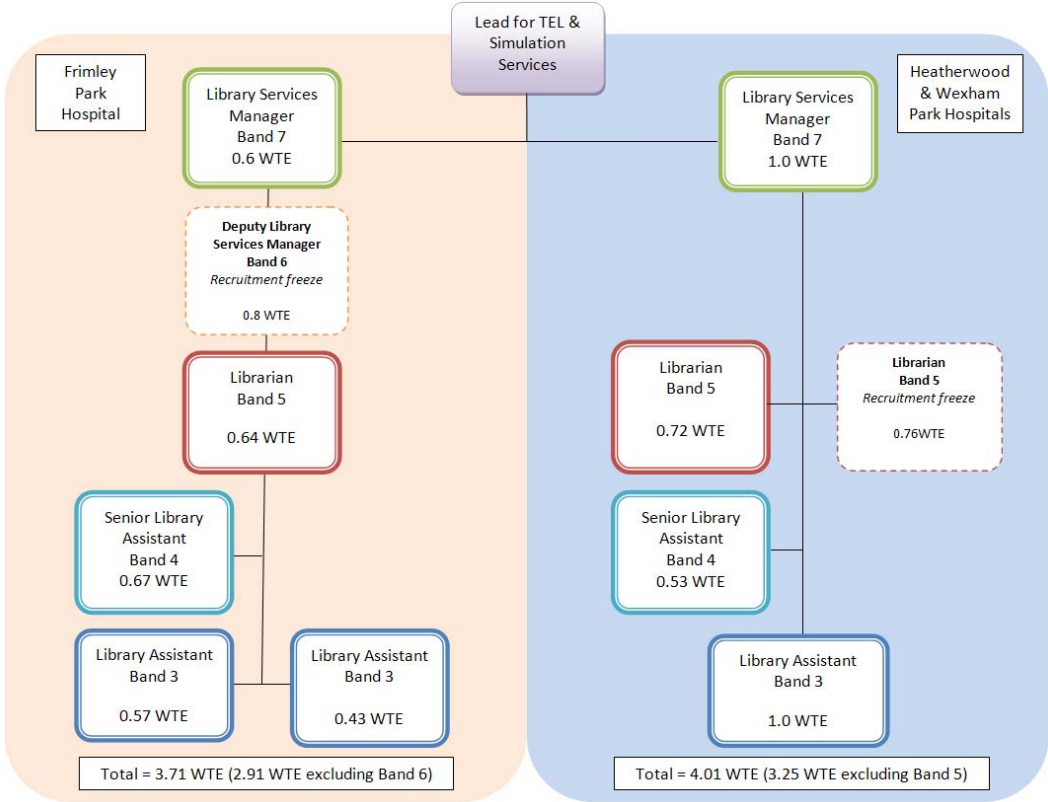
The LKS operates within the context of local, regional and national strategies and objectives:

<p>Frimley Health Strategic Objectives</p>	<ul style="list-style-type: none"> • Pursuing the highest level of quality, patient experience and clinical outcomes • Developing leading edge services • Transforming our business • Developing our staff and our culture • Breaking through traditional healthcare boundaries
<p>QuEST (Quality Education through Simulation & Technology) Mission</p>	<p>To deliver high quality education through simulation to independent groups and inter-professional teams in a high-stress, low-risk environment, including technology enhanced learning to create opportunities across the organisation that will benefit staff and improve patient safety</p>
<p>Clinical Education Directorate Strategy Priorities</p>	<ul style="list-style-type: none"> • Recruit and invest in the highest quality trainees, responding to trainee feedback to ensure quality education is available across the whole trust • Integrate all the education services and share the learning opportunities available to all stakeholders • Ensure an open and transparent environment with equal access to support life long learning and revalidation across all sites • Develop interprofessional learning programmes and new ways of working in teams
<p>Health Education England - Knowledge for Healthcare</p>	<p>The purpose of healthcare library and knowledge services is to:</p> <ul style="list-style-type: none"> • Provide knowledge and evidence to enable excellent healthcare and health improvement • Use the expertise of their staff to ensure that NHS bodies, staff, learners, patients and the public have the right knowledge and evidence, when and where they need it
<p>Health Education England Quality Standards</p>	<ol style="list-style-type: none"> 1. Learning Environment and Culture 2. Educational Governance and Structure 3. Supporting and Empowering Learners 4. Supporting and Empowering Educators 5. Developing and Implementing Curricula and Assessments 6. Developing a Sustainable Workforce

2.4 Our Vision

Promote and widen access to the right knowledge and evidence-based resources at the right time, in order to aid clinical decision making and improve patient care and safety, and support high-quality research, study and learning

3. Departmental Structure



4. Budget

The LKS is funded mainly via education tariff funding from Health Education Kent, Surrey & Sussex (HE KSS) and Health Education Thames Valley & Wessex (HE TVW). Exact funding is allocated according to the following percentages of the tariff:

- Medical – 8%
- Non-medical – 5%
- SIFT (Service Increment for Teaching) – 6%

Combined income and expenditure for 2016-17 was as follows:

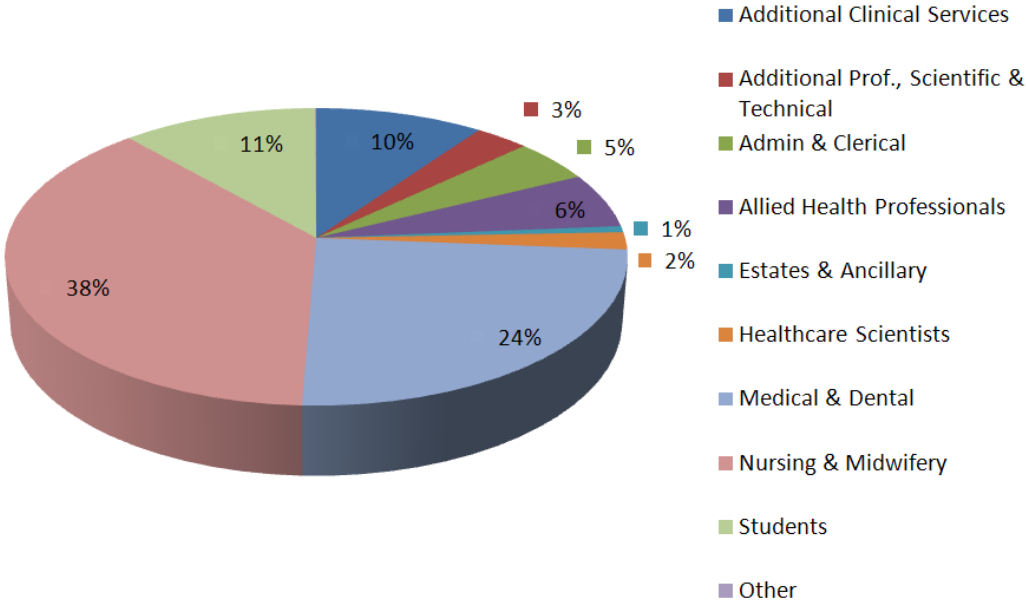
Income	
Education tariff funding	£379,489
Local authority funding (Public Health)	£1,500
Income generation	£1,560
TOTAL	£382,549
Expenditure	
Staff	£206,077
Books (print)	£10,490
Electronic databases	£12,308
Electronic journals	£58,187
Document supply	£399
Marketing	£39
Library staff training & development	£1,000
Other	£11,689
Capital charges, maintenance, on-costs	£14,554
TOTAL	£314,743



Wexham Park Library

5. Statistics 2016-17

Collections	
eJournal subscriptions	1,098
eBooks	1,168
Book stock (print)	10,262
Usage and Activity	
Registered users	4,299
Items loaned	11,381
Articles supplied	1,179
Interlibrary loans (books)	490
Interlibrary loans (articles)	826
Literature searches	92
Enquiries	19,996
Training sessions (users)	93



Registered users by staff group

6. Facilities for Users

<i>Frimley Park Library</i>	<i>Wexham Park Library</i>
IT Suite - 10 public access PCs	IT Training room – 8 PCs / available for booking
4 quick access PCs	Meeting room – 3 PCs / available for booking
Dedicated online library catalogue	14 PCs in main library / 1 laptop
1 training PC	Large touch-screen monitor - portable
Teaching Room – 1 PC / available for booking for educational and developmental purposes	Multi-function printer/scanner/copier
Multi-function printer/scanner/copier	Free guest wi-fi
Free guest wi-fi	Self-service unit
Self-service unit	24/7 access
24/7 access	



IT Training Room, Wexham Park

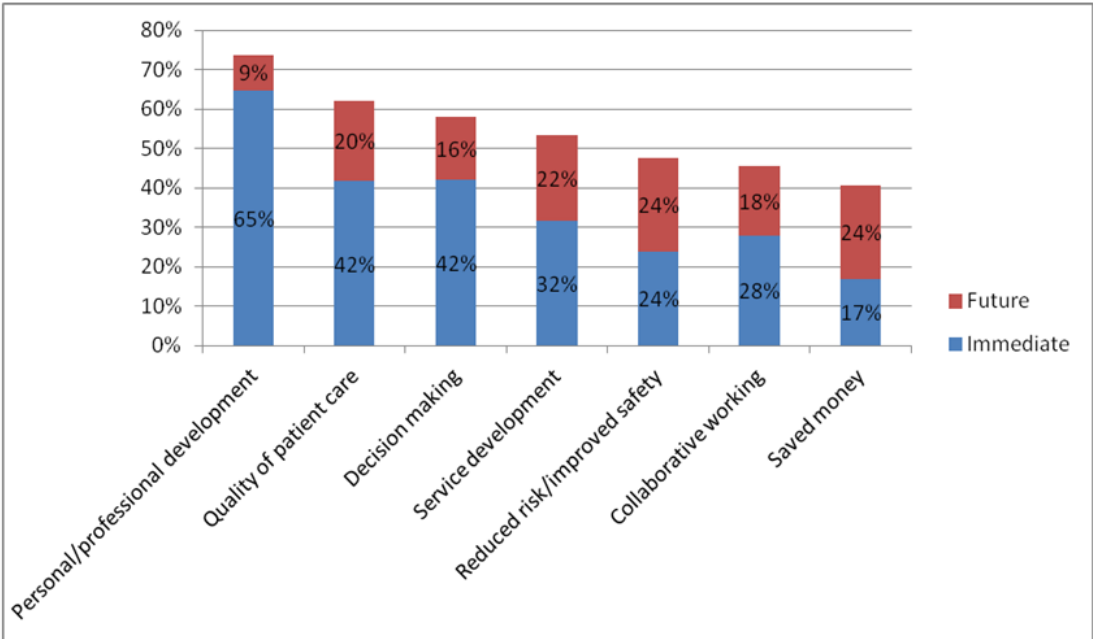
7. Feedback and Impact

In May/June 2017, the library held its annual user survey, allowing us to gather a rich body of evidence.

Main Findings

- 415 responses received in total
- 56% rated the service as “Excellent”, 40% as “Good”
- Over half the respondents had used the library within the last 12 months as a study space or for book/article supply
- The respondents’ main purpose for using the library was “Personal/Professional Development” (70%), followed by “Research” and “Teaching / Presentations” (both 45%)
- The impact of this use (both immediate and future) was therefore largely “Personal/Professional Development” (74%), but “Quality of Patient Care” was the second largest impact (62%), closely followed by “Decision making” (58%)
- The most important resources and services were:
 - Access to databases (69%)
 - Study spaces (67%)
 - Access to PCs (65%)
 - Books/articles supplied (64%)
 - Access to e-Learning (63%)

Impact of library use



Comments and Suggestions

247 comments and suggestions were received, with most focusing on facilities, resources and services, such as:

Facilities
<p>More study space / group space / more PCs <i>“More space for computers”</i> (Frimley Park user) <i>“More PCs”</i> (Wexham Park user) <i>“More computers with additional study space”</i> (Frimley Park user) <i>“More private study space”</i> (Wexham Park user)</p> <p>Quiet space / noise reduction <i>“There’s a lot of chatting in the IT computer room which is distracting so perhaps a quiet area for PCs...”</i> (Frimley Park user) <i>“More spaces for quiet individual study”</i> (Wexham Park user) <i>“More quiet study space”</i> (Frimley Park user)</p>
Resources
<p>E-journals / databases <i>“Access to more journal databases”</i> (Wexham Park user) <i>“All journals should be accessible from your smartphone”</i> (Wexham Park user) <i>“Expanded remote access to major journals”</i> (Frimley Park user)</p> <p>Book Collections <i>“Increase the range of books available”</i> (Wexham Park user) <i>“Provide more up dated textbooks”</i> (Frimley Park user) <i>“Newer books”</i> (Wexham Park user) <i>“Improve and increase the print books”</i> (Wexham Park user)</p> <p>Exam resources <i>“More exam prep resources”</i> (Wexham Park users) <i>“Online assess for sub speciality exams would be helpful”</i> (Frimley Park user) <i>“Online Question Banks”</i> (Wexham Park user)</p>
Services
<p>Teaching & Training <i>“Regular teaching on using medline / clinical evidence etc. to new doctors and existing doctors - in teaching sessions conducted regularly”</i> (Frimley Park user) <i>“Study sessions: e.g. literature searches, writing techniques”</i> (Wexham Park user)</p> <p>Help with research <i>“To check referencing in academic pieces of work & proof-reading”</i> (Wexham Park user) <i>“Ongoing support for research taking place in the Trust”</i> (Frimley Park user)</p>

8. Strategic Objectives

Based on the feedback from the survey, and with reference to the national, regional and local strategic contexts, the following objectives have been defined as our priorities over the next five years:

Objective 1

To support staff development and decision-making in the Trust through learning and highly visible access to evidence-based resources

How will we achieve this?

- Increase our book collections and eResources in line with user requirements
- Continue to develop training and learning opportunities through 1-to-1 and group sessions
- Promote our services and resources using targeted marketing and social media, and through recognisable library branding
- Harness TEL where appropriate to enhance our service offer and delivery
- Respond to user feedback and demonstrate impact
- Continue to encourage and support “in-house” development of library staff

Objective 2

To develop innovative ways of working and apply Technology-Enhanced Learning (TEL) systems to improve services

How will we achieve this?

- Monitor developments and innovations locally and within the wider LKS community with a view to adopting effective technologies
- Work closely with colleagues in the QuEST team to develop TEL systems where appropriate, and better align LKS with TEL initiatives

Objective 3

To enhance library facilities and resources in line with stakeholder and user needs and deliver improvements within a sound financial framework

How will we achieve this?

- Gather feedback from users via annual surveys, online feedback forms on the website, regular evaluation surveys to provide user-focused facilities and resources, and through involvement at trust events
- Respond to suggestions for improvement
- Develop plans for improvements to facilities
- Engage with line management, Finance and Estates to ensure financial viability of enhancements and improvements
- Explore options for the delivery of services at Heatherwood Hospital
- Support the health and wellbeing of our staff

Objective 4
To support staff in the local health economy by working together with partner organisations

How will we achieve this?

- Continue to work with Public Health teams in East Berkshire
- Build links with local GPs and practices
- Explore future opportunities within CCG networks and the Frimley STP footprint

Objective 5
To deliver key services in line with the HEE Knowledge for Healthcare framework priorities

How will we achieve this?

- Develop areas for Knowledge Management, in line with HEE’s Mobilising Evidence & Organising Knowledge (MEOK) workstream
- Support the provision of quality health information for patients and the public
- Engage with future Knowledge for Healthcare priorities and workstreams

9. Key Performance Indicators (KPIs)

Services	Resources	Facilities
Registered members	Book stock	Self-service loans
OpenAthens registrations	Book loans	Out-of-hours accesses
Training sessions	eResource usage	Footfall
Literature searches	OpenAthens accesses	Room bookings
Current Awareness uptake		
Enquiries		
Library website hits		
User feedback on impact		
LQAF Compliance		

10. Potential Risks

Factors which could impact the LKS, affecting staff, resources and facilities and resulting in a failure to deliver effective services:

- Reduction in income due to changes in HEE funding
- Trust finances impacting LKS budget
- Ageing buildings affecting environment
- Changes to IT software affecting library processes and access to resources
- Organisational restructure

11. Conclusion

This strategy has been formulated to ensure the integration and continuation of the libraries' core services and to successfully deliver its joint vision by:

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