

Library & Knowledge Services



Annual Report 2022-23

Committed to excellence

Working together

Facing the future

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

Aims & Objectives

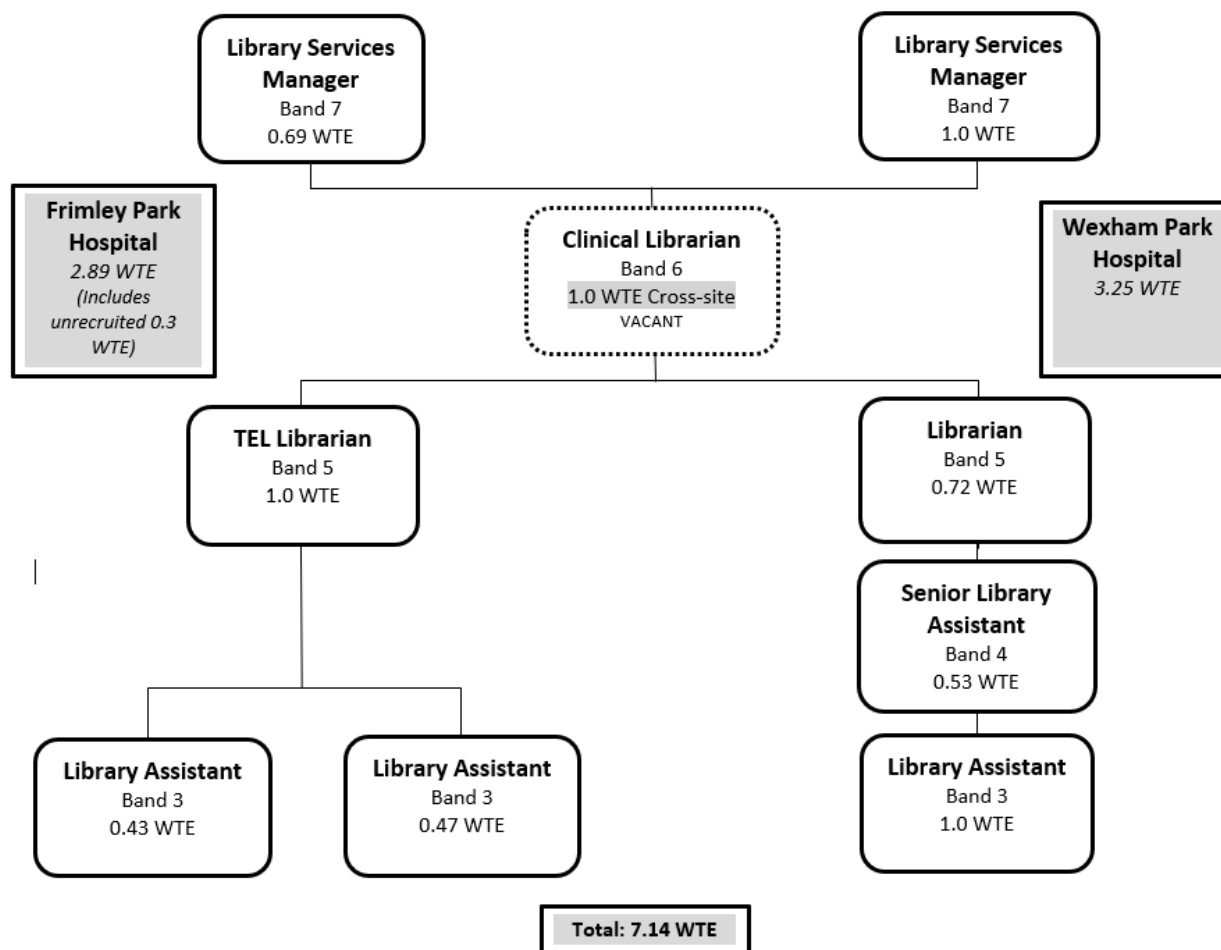
- 1) To support decision-making and continual staff development in the Trust through learning and highly visible access to evidence-based resources
- 2) To develop innovative ways of working, applying Technology-Enhanced Learning (TEL) systems to improve services, and expand the range of online resources available to users
- 3) To deliver excellence and enhance library facilities and resources in line with stakeholder and user needs
- 4) To deliver improvements and efficiencies within a sound financial framework
- 5) To support staff in the local health economy by working together with partner organisations
- 6) To deliver key services in line with the HEE Knowledge for Healthcare framework priorities, the Quality Improvement Outcomes Framework and the Trust's quality improvement culture

Partner organisations

- Frimley Health & Care ICS
- Surrey & Borders Partnership NHS Foundation Trust
- Public Health teams in East Berkshire

- 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

Staffing and Departmental Structure



(as at 31st March 2023)

Expenditure

Total expenditure on pay in 2022-23 was **£245,926**, while non-pay expenditure amounted to **£247,114**.

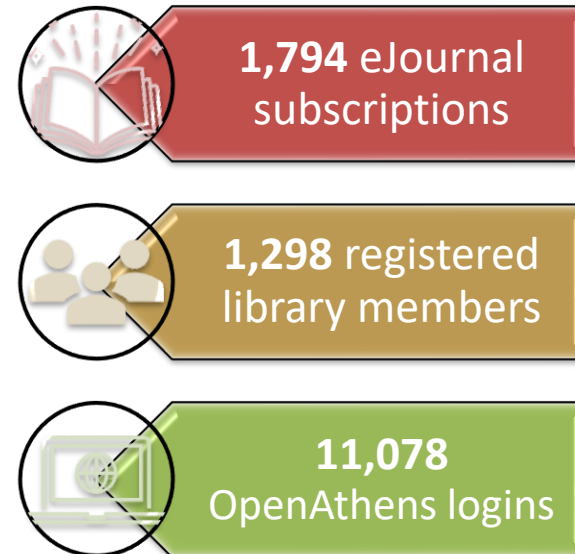
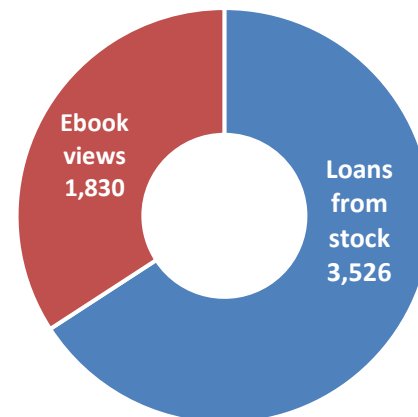
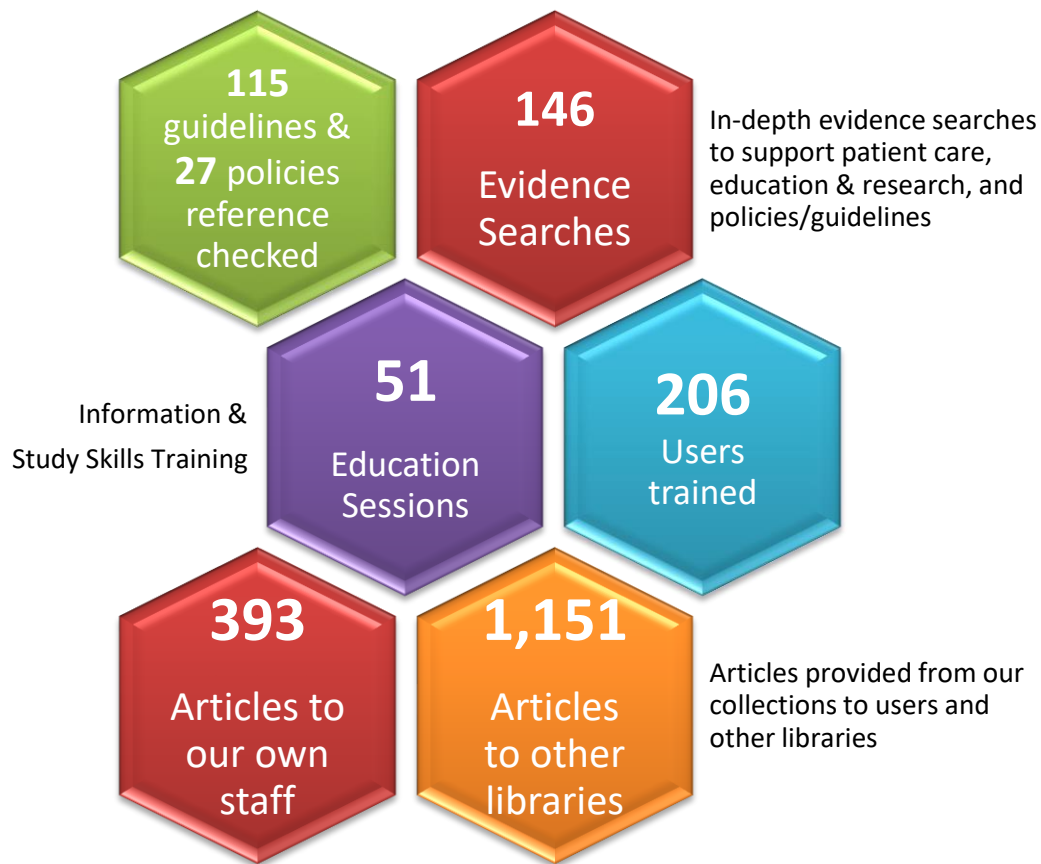
Staffing

The new Band 6 **Clinical Librarian** post has remained vacant throughout the year, due to recruitment restrictions. Long term absence has also been a factor in reduced staffing during 2022-23.

Staff Development

In February 2023, we held a library team **Away Day** focusing on **Equality, Diversity and Inclusion**, including **Deaf Awareness Training** by our Library Assistant at WPH. Our Band 5 Librarian at FPH has continued work on a **Postgraduate Diploma in Library & Information Studies** at UCL. Other courses & events attended this year include the HLG 75th Anniversary, Health Literacy Community of Practice, and Marketing.

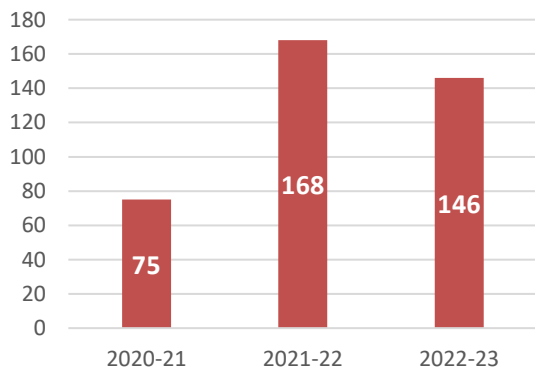
The Year in Numbers



Annual Trends

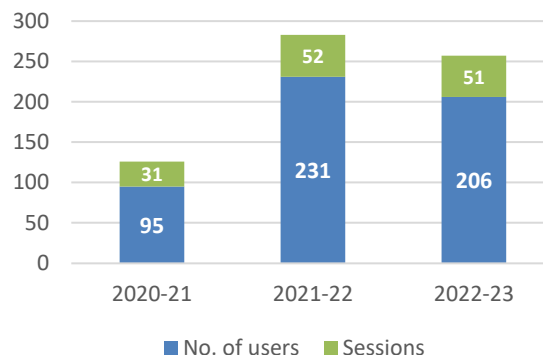
Evidence Searches

In-depth evidence searches to support patient care, education & research, and policies/guidelines



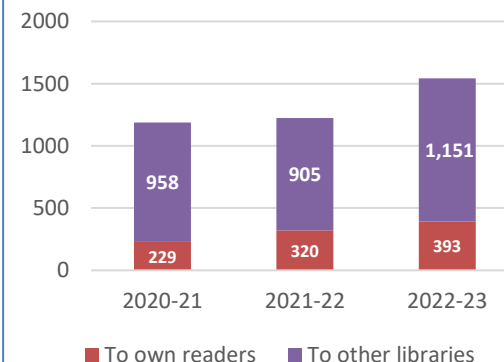
Education Sessions

Information & study skills training for Trust staff



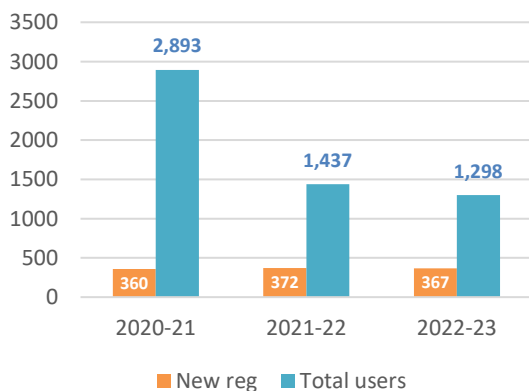
Document Supply

Articles provided on request from our holdings to users and other libraries



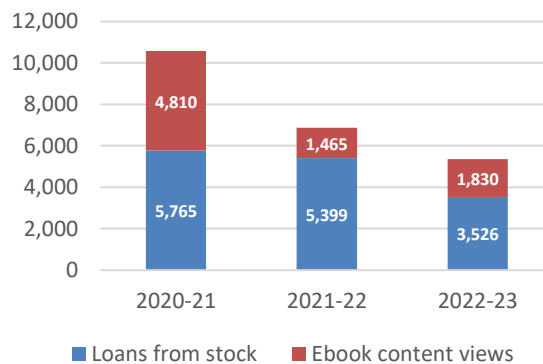
Registered Library Users

New and total registered library members



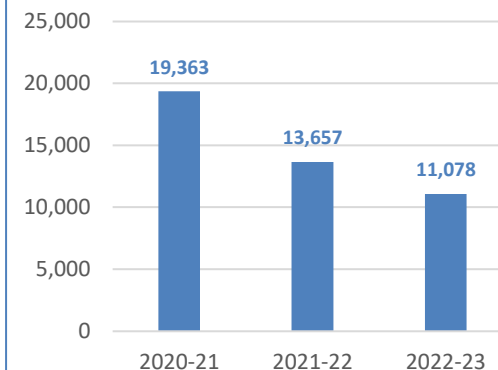
Books & eBooks

Books loaned or renewed from library stock and ebook accesses



OpenAthens logins

OA logins by Trust staff to access online resources



Feedback & Impact

I just wanted to feedback and thank you for the **super express service** regarding my general queries and also the article search service.

So quiet and lovely – the staff are lucky to have this environment to **chill and relax** from all the stresses and anxiety of the clinical areas!!

Many thanks for your help on this literature search. The papers were reviewed and presented to the rheumatology team to raise awareness and to improve the outpatient care of patients with anxiety who are diagnosed with rheumatoid arthritis. **Your time and efforts are greatly appreciated.**

Very efficient... [The search results] confirmed that I was searching accurately and there was no literature specifically for what I wanted and made suggestions for alternatives that were **relevant and helpful.**

Sample comments via email, feedback form & whiteboard


The search has helped to inform the rationale for a new parent group to be designed and run within the paediatric diabetes service... This [...] has had a **very positive impact for both the professionals and patients within our service**, particularly for those that will be offered the group that is being designed according to the literature search.

Enabled me to see what activities had already been successful in other organisations so that I **could learn from their successes or avoid failures...** Very quick, very helpful service. Thank you.

This is the **best Library service I have ever had**, so really wanted to say thank you for the great service.

Use of eResources

eResources 2022	Cost per download or access	Annual trend
RCNi Collection 10 eJournals	£10.26	↑
Mark Allen Group Collection 26 eJournals	£4.72	↑
ClinicalKey eJournals & eBooks bundle	£13.88 (incl. eBook accesses)	↓
Wiley Medical & Nursing Collection eJournals bundle	£9.08 (Apr-Dec)	↑
Springer Tailored Collection eJournals bundle	£2.56	↓
BMJ Learning E-Learning platform	£20.49 (cost per completed module)	↓
Bates Visual Guide Physical examination & OSCE videos	£3.69 (cost per action counts)	New subscription
Anatomy.TV 3D anatomical software	£10.34 (cost per login)	↑
UpToDate Point-of-care clinical support tool	£3.53 (cost per topic hit)	=

 Cost per download decreased
  Cost per download increased
  Cost per download approx. the same

Value for Money

The cost per downloads remain generally good for our ejournals, most being around, or under, the £10 mark which is less than most documents supplied by the British Library.

The annual increase in some costs (and corresponding decrease in some usage) can perhaps be explained by the rollout of **Epic**, a new state-of-the-art Electronic Patient Record system, across the Trust, with both libraries being used as training centres for the new system. In addition, our refurbishments and the WPH relocation impacted on footfall and registrations, with fewer opportunities to promote our online resources to potential users.

The KLS Hub

The Hub has seen consistently good usage throughout 2022, with a total of **2,637 user sessions**, and **3,753 requests** (for full-text, abstract or linkout requests).

Quality Improvement & Outcomes Framework (QIOF)

Outcome No.	Outcome
1	All NHS organisations enable their workforce to freely access proactive library and knowledge services that meet organisational priorities within the framework of <i>Knowledge for Healthcare</i> .
2	All NHS decision making is underpinned by high quality evidence and knowledge mobilised by skilled library and knowledge specialists.
3	Library and knowledge specialists identify the knowledge and evidence needs of the workforce in order to deliver effective and proactive services.
4	All NHS organisations receive library and knowledge services provided by teams with the right skill mix to deliver on organisational and <i>Knowledge for Healthcare</i> priorities
5	Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation and good practice.
6	Library and knowledge specialists demonstrate that their services make a positive impact on healthcare

The library's baseline QIOF submission was reviewed and validated in September 2022; the validated levels are shown below.

Not developed										Highly developed					
Outcome no.	Level 0	Level 1			Level 2			Level 3			Level 4				
	0	low	medium	high	low	medium	high	low	medium	high	low	medium	high		
1															
2															
3															
4															
5															
6															

Required Action

The only area of concern was related to Outcome 1 and the need to evidence a Trust Board member promoting the role and value of the LKS. The LKS developed an action plan which was submitted to HEE in January 2023.

Recommended Areas for Improvement

Sixteen areas for improvement were also identified, such as developing a new library strategy, using the HEE knowledge mobilisation self-assessment tool, and recruiting to the new Clinical Librarian post.

Next Steps

The LKS will continue developing its service improvement plan and a new strategy. A review conversation is scheduled with NHSE in 2025/26.

Achievements

- The library at FRM took advantage of the temporary freeing up of space which had been needed to allow for Epic training, and underwent a **refurbishment** on its completion. It's had **new wall-mounted shelving** installed which created space in the middle to accommodate single and dual study/meeting **pods**, and the **wellbeing bay window area** was given a bright, airy look thanks to the Frimley Health Charity.
- Major refurbishments in the library at Wexham Park continued for most of 2022/23, with the space being redeveloped as a new Simulation Suite, and the library itself **relocating** to the old dining room in the Postgraduate Centre. The new space is expected to open in Spring 2023.
- A successful **library team away day** took place in February 2023 with an average rating by all participants of 4.6 out of 5, and a programme that was considered to be interesting. The feedback received was useful and will be used to inform the planning of next year's event.

Acknowledgements

Thanks to library staff on both sites for your achievements, contributions and hard work over a very challenging year.

Many thanks also to our library users throughout numerous changes to our facilities and resources! Please keep your feedback coming in...

<https://forms.office.com/r/qnYV4Qiber>

Looking Ahead

- An advert will shortly be going out for a **Clinical Librarian**. This exciting new role will see the postholder going out to promote and deliver library services to users on wards and in departments and attending clinical and non-clinical meetings.
- **Open Days** will be organized to showcase the improved spaces and facilities created by the recent refurbishments.
- **Journal Clubs** will be run in addition to the 'Library and Study Skills' **in-house module courses** already provided for Trust nurses, and frequent bite sized training sessions will be offered to everyone.

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