NHS Library and Information Services

Annual Review of NHS Outreach Library Services in North Staffordshire 2011-12

Clare Powell
Lindsay Snell
Outreach Librarians
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Introduction

The Outreach Service is part of the North Staffordshire Health Library, which is managed as a partnership between Keele University and the NHS community. The service is delivered by two Outreach Librarians (one full-time and one part-time), working under the direction of an NHS Lead Librarian.

The Outreach Service aims to promote library services and improve access to quality knowledge and evidence to support clinical decision making, the commissioning process and life long learning for the North Staffordshire health community, including primary care commissioners and providers and North Staffordshire Combined Healthcare. Following local reorganisation of the NHS, the primary care providers and commissioners in North Staffordshire are now Staffordshire and Stoke-on-Trent Partnership Trust (SSOTP), Staffordshire Commissioning Support Services (CSS), Stoke Clinical Commissioning Group (CCG), and North Staffordshire CCG.

During the year we:
Were involved with the induction of new staff in all the local community trusts in North Staffordshire and also attended inductions at Combined Healthcare for Junior Doctors in Psychiatry

Continued to staff the Health Library enquiry desk each week and also worked in the library at weekends.

Undertook the administration of all community based NHS staff Athens accounts and offered ongoing support with maintenance and enquiries.

Continued to provide workplace training, library updates and promote NHS library services in North Staffordshire to all the local health community.

Worked to maintain partnerships, with all Trusts and their partner organisations, and with the Health Improvement Library Manager who has moved to Stoke on Trent City Council offices.

Participated in the Regional Trainers’ Forum

Participated in the User Research Panel for the Healthcare Databases Advanced Search redesign

1. Outreach Library Service: Activities during 2011 - 2012

1.1 Combined Healthcare

Supporting staff learning and development: We supported both clinical and non clinical staff with research and updates to information skills in connection with their professional and personal development activities.

Library and Information Service Updates and Promotional Activity: Clare Powell produced monthly targeted email updates to the individual Trust Divisions and maintained
the Library Services pages on the Trust’s intranet pages SID (Service Information Desk) particularly to support key campaigns around Mental Health issues.

**Literature Searching Service:** There has been significant growth in the use of this service throughout the year.

**NHS reorganisation:** Throughout the year there has been major reorganisation and restructuring leading to staff moving away from Bucknall Hospital and out to the NHS Partnership Trust Organisations. Contact with the teams in the Trust is maintained via the Trust intranet, email updates and Trust inductions.

**Trust Inductions:** We attended market place induction sessions throughout the year and promoted library services to new staff particularly the Outreach service. This encourages remote use of the library and encourages new Athens registrations. We attended the Junior Doctors in Psychiatry inductions at the Harplands Academic Suite throughout the year.

**1.2 Public Health**

**NHS reorganisation:** During the last year, the Stoke and North Staffordshire Public Health teams have moved to local government offices. We have continued to promote the service to staff in their new location through phone and email contact and through visiting staff in person in their new bases.

**Literature Searching Service:** We continued to provide and promote the literature searching service for public health staff, and have seen an increase in search requests compared to 2010-11.

**Training:** Two group literature searching training sessions were arranged for Stoke Public Health staff in May 2012.

**1.3 Primary Care**

**Training:** We continued to offer both one to one and group tailored training sessions to the North Staffordshire healthcare community, including group training for preceptors, GPs and practice staff, and allied health teams. We displayed information at Stoke CCG training events for GPs and practice staff. Lindsay Snell attended the SSOTP Training and Development Sub Group, to maintain and develop the Outreach team’s awareness of SSOTP training priorities and to raise awareness of Library services.

**Corporate Inductions:** We attended the SSOTP monthly corporate induction “market stall” with colleagues from South Shropshire and Staffordshire Foundation Trust (SSSFT) Library to promote Library services to new staff.

**Partnership working:** We attended the Stoke CCG Research and Development and Evaluation Group, which brings together representatives from across the local health economy. We also worked with staff from SSSFT Library, the Health Improvement Library, and South Staffordshire PCT at different times to produce joint publicity material for circulation in SSOTP and Staffordshire CSS.
NHS reorganisation: We maintained links with all new local primary care organisations through meetings with teams and individuals, and through circulating information about the Outreach service in Trust bulletins, including The Word in SSOTP.

Literature Searching Service: We continued to provide and promote the literature searching service to staff in all the new primary care NHS organisations locally.

Current Awareness Bulletins: We continued to produce the Clinical Effectiveness Bulletin and extended distribution among GPs and GP practice teams.

2. Training

2.1 Training by staff group
There has been a substantial increase in training delivered to management and administrative staff, GPs and consultants, nurses, and allied health professionals this year. This reflects the fact that the Outreach team is now back up to full strength, and therefore able to increase promotion of training at induction, team meetings, and through phone and email contact. The only group for which training declined is junior doctors, as there have been no requests for specific group sessions in addition to the regular inductions.
2.2 Training by Organisation
Training has been provided across all staff groups during the year and also includes information updates to groups of staff at team or network meetings. The total number of training sessions delivered increased compared to 2010-11. Numbers for Combined Healthcare have declined slightly, probably due to a reduction in the amount of staff employed by the Trust, and the impact of the current restructuring of Combined Healthcare.

![Training by organisation graph]

NB this graph reflects the old NHS structure. Statistics collected in 2012-13 will reflect the new NHS structure.

In addition to the training included in the graph, across Combined Healthcare and SSOTP, all new staff (465 users) received an introduction to Library services as part of their corporate induction. This includes the inductions held in Stafford and Stoke-on-Trent for social care staff transferring from the local authority to SSOTP.

**Quotes from users:**
Many thanks for your help/advice. I have recommended your services to other colleagues undertaking university modules.

It gave me a thorough understanding of how to utilise the databases.

Thanks, the session was really helpful and I feel a lot more confident using Athens now 😊

The session went above and beyond my expectations in many ways. I was very impressed.
3. Answering enquiries – literature searches

This remains a popular service, with numbers of requests from all Trusts and both Public Health teams having increased over 2011-12. The service assists clinicians and managers in finding evidence to support their decision-making, service planning and also staff continuing professional development. User feedback shows staff find it valuable (see quotes below).

![Diagram showing enquiries and literature searches from 2007-8 to 2011-12]

NB this graph reflects the old NHS structure. Statistics collected in 2012-13 will reflect the new NHS structure.

Requests from Combined Healthcare staff have increased steadily over the last few years. The increase over 2011-12 includes a growing proportion of more complex requests, some of which were related to the current service reorganisation. There was a significant dip in primary care staff usage of the enquiry and literature searching service in 2010-11. However, in 2011-12 usage increased substantially to a higher level than in 2009-10. This may be due to the Outreach team being back up to full strength from February 2011, and so able to promote the service more widely.

Examples of enquiries and literature search requests received in 2011-12 are as follows:

- Text message and phone interventions to reduce relapse after smoking cessation
- Arthroscopy under local anaesthetic
- Palliative care for homeless patients
- Examples of service models and specifications for therapy services
- Evidence for vitamin D as a support in improving behaviour and depression in people with Learning Disabilities
- CBT with victims of sexual abuse and traumatic grief
- Motivation of people with mental illness to participate in research
- Management of emergencies related to substance misuse
- Use of doll therapy for clients with dementia
Quotes from users:

- The outcomes [of project using literature search results] will impact positively on patients as we provide care closer to home.
- I just wanted to thank you so much for all your hard work and attention to detail with the search you did for us.
- The information received helped to reassure family members that the treatment was appropriate.
- Information which may help to change clinical practice in the physical assessment of mental health and learning disability patients.
- Thank you most helpful and it saved me time.

Conclusion

The Outreach Library Service has made good progress throughout this year; alongside substantial changes in the local health economy across North Staffordshire. Our programme of **one to one library and information update sessions** has shown an increase in demand from primary care staff, perhaps reflecting an increasingly stable environment and the Outreach Team being back to full strength. Combined Healthcare has shown a decreased demand for training which may reflect the ongoing reorganisation as the Trust moves towards its application for Foundation status. We have continued to provide support for evidence based practice, commissioning and service development through our **literature searching** and **enquiry services** which have been particularly popular throughout the year.

Both Outreach Librarians have been actively involved with Trust **inductions** this year and we have been able to raise awareness of the library service and information resources to new members of staff in all the Trusts. We have also contributed to **additional induction sessions** for social work staff returning to the NHS from local government.

Our aims for the year ahead will include **promoting our service**, the Health Library and other national information services such as NHS Evidence, to the newly-formed SSOTP, Combined Healthcare and commissioning organisations locally. We look forward to continuing to work with SSSFT Library staff to raise awareness of Library services across SSOTP North and South divisions. Public health feedback shows staff value the Outreach service, and we hope to continue supporting the Stoke and North Staffordshire Public Health teams in their new local government locations.

We will continue to support **staff learning and development** and **evidence-based practice** using new methods of disseminating information such as the subject based **Health Library Current Awareness services**. Outreach will aim to contact non-users of the library service, by promoting online services and **e-learning opportunities** on the library website, offering appropriate library services for the whole health community in North Staffordshire.