NHS Library and Information Services

Annual Review of NHS Outreach Library Services in North Staffordshire 2012-13

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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 Staffordshire and Stoke on Trent Partnership Trust (SSOTP), North Staffordshire Combined Healthcare, Stoke Clinical Commissioning Group (CCG), North Staffordshire CCG, Stoke Public Health and Staffordshire Public Health.

1. Outreach Library Service: Activities during 2012 - 2013

New developments include introducing a postal service to send books to users via internal post. We have moved from Bucknall Hospital, and are now based at Harplands Hospital and the Health Library. We also work at shared desks in the community to maintain our awareness of user needs.

1.1 Combined Healthcare

Supporting staff learning and development: We continued to support both clinical and non-clinical staff with workplace updates to information skills.

Library and Information Service Updates and Promotional Activity: Clare Powell has written articles for Trust and partner newsletters, as well as attending events with library displays and using the Trust intranet to promote Library news and events.

Literature Searching Service: This service has continued to be popular with clinical, non-clinical and management staff.

NHS reorganisation: Due to the closure of Bucknall Hospital this year, the Outreach Library Team is now based both at the CEC Health Library and also in a shared office at the Harplands Hospital.

Trust Inductions: We attended market place induction sessions throughout the year and promoted the NHS Outreach library service and Health library services to all new staff. This encourages remote use of the library for those located some distance away and encourages new Athens registrations. We attended the Junior Doctors in Psychiatry inductions at the Harplands Academic Suite throughout the year.

Understanding user needs: Clare Powell produced monthly targeted email updates to all Divisions in the Trust and maintained the Library Services pages on the Trust’s intranet pages SID (Service Information Desk) as well as supporting key campaigns around Mental Health issues.
1.2 Staffordshire and Stoke on Trent Partnership Trust

Training: We continued to offer both one to one and group tailored training sessions, including group training for the health improvement team, Wheelchair Centre staff and podiatrists. Lindsay attends 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. We work with the Workforce team to contact all staff attending training funded by the Trust and offer them Library support.

Corporate Inductions: We attend the monthly corporate induction “market stall” with colleagues from South Shropshire and Staffordshire Foundation Trust (SSSFT) Library to promote Library services to new staff. We have contributed questions to the lunchtime quiz to encourage staff to visit the market stalls.

Social Care: We have worked with SSSFT Library to contribute to The Word to raise awareness of resources specific to social care staff. We have liaised with the Health Library E-resources librarian, who has included links to key social care resources on the Library website and created a Netvibes social care current awareness page.

Understanding user needs: To develop her understanding of SSOTP information needs, and to increase awareness of the Outreach service, Lindsay has regularly attended Workforce team meetings, and occasionally hotdesked in Tunstall Health Centre.

Haywood Rheumatology collection: We made recommendations for weeding and updating the Rheumatology collection at Haywood Hospital.

Current Awareness Bulletins: We liaised with the professional leads to ensure the bulletins are meeting the needs of SSOTP users.

1.2 Public Health

Understanding user needs: To develop her understanding of the Public Health teams’ information needs, and to increase awareness of the Outreach service, Lindsay has spent half a day a week hotdesking with the Stoke Public Health team in Stoke Civic Centre, and with the Staffordshire Public Health team in Stafford.

NHS re-organisation: We are working with colleagues in Stoke and Staffordshire Public Health, other Health Library colleagues and SSSFT Library, to update the Athens organisational structure and transfer user accounts to the appropriate new organisation, to ensure users have access to the correct resources.

Training: Two group literature searching sessions were organised for Stoke Public Health in May 2012.

1.4 Stoke CCG and North Staffordshire CCG

Training: We gave group and individual training sessions to CCG staff and GP practice staff, including an introduction to Library services for staff studying on the Warwick diabetes module.
Promotional activity: We displayed information at Stoke CCG training events for GPs and practice staff, and have seen a substantial increase in GP membership of the Library, training and search requests as a result. Lindsay also gave a presentation on Library Services to the North Staffordshire CCG Clinical Directors and Commissioning Managers meeting.

Partnership working: Lindsay attended the Stoke CCG Research and Development and Evaluation Group, which brings together representatives from across the local health economy.

GP practice resources: We made recommendations for weeding and updating Silverdale GP Practice Library.

Current Awareness Bulletins: We circulated our Clinical Effectiveness Bulletin to the Royal College of General Practitioners.

2. Training

2.1 Training by staff group
There has been a substantial increase in training delivered to GPs and consultants, and allied health professionals, for the second year running. The increase in training for GPs may be due to GPs developing their information skills to support their new commissioning role following the Health and Social Care Act 2012, and also to support services (and therefore patients) moving from the hospital to the community. Training given to junior doctors has also increased.

Training given to nurses, managers and administrative staff has declined. This may be because of the reorganisation taking place within primary care and Combined Healthcare. There were also fewer requests for individual training from specialist practice nursing students (district nurses, school nurses and health visitors) and assistant practitioners this year, so it may be that this year’s students were more confident in their information skills.
2.2 Training by Organisation

Training has been provided across all staff groups during the year and includes information updates to groups of staff at team or network meetings. The total number of people trained decreased compared to 2011-12. Continuing reorganisation and staff moves in the NHS locally may mean staff are less able to take time to attend training. The Outreach team move from Bucknall Hospital may have reduced demand for training, as staff in new locations become less aware of the service. Demand for training in primary care remains high, although lower than in 2011-12. The drop is largely due to fewer requests for group training sessions, for example for preceptors or foundation degree students.

![Training by organisation](image)

NB As there has been substantial organisational change over the past few years, Primary Care includes NHS Stoke, NHS North Staffordshire, SSOTP, Stoke CCG, North Staffordshire CCG, and GPs. Figures for individual organisations are included in the relevant activity reports.

In addition to the training included in the graph, across Combined Healthcare and SSOTP, all new staff (444 users) received an introduction to Library services as part of their corporate induction.

**Quotes from users:**

I have already utilised the training and undertaken literature searches for my PG certificate. This enabled me to get a better mark as I demonstrated further breadth of reading.

The training session could not have been improved from my perspective it was delivered at the right pace with your guidance clear and easy to follow. The training session was pitched very well - not being particularly experienced at this sort of thing, the information given was very relevant & explained clearly, making it a thoroughly useful & enjoyable training session.
Time was sufficient, the fact that you came to us at our convenience was brilliant.
I learned how to perform various searches. I also learned how to send the searches to my email which I didn't know you could do before.

3. Literature searches

This remains a popular service, with numbers of requests from most organisations having increased over 2012-13. 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).

![Literature Searches](image)

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We also referred an additional 9 search requests from Stoke Public Health to the Health Library Clinical Effectiveness Librarian (not included in the graph), so search requests have increased across all organisations.
Search requests from Combined Healthcare staff have continued to increase during 2012 - 2013 and includes a proportion of requests which are directly concerned with service delivery and patient care. There have also been requests from the Trust Research team.

Enquiries are less complex than literature searches, but can save staff time and increase cost effective working. Again, enquiries from all organisations are increasing, showing a greater awareness of the benefits of access to current evidence and information.

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Examples of enquiries and literature search requests received in 2012-13 are as follows:

- Service models for sleep services
- The occupational therapist’s role in working with autism
- Use of intra-muscular paririnex in the community setting
- Effects of different anti-convulsants on neuropsychological test/cognitive performance
- Characteristics of girls presenting with Autistic Spectrum Disorders compared to boys
- Effectiveness of Cognitive Behavioural Therapy in Obsessive Compulsive Disorder

Quotes from users:

This is excellent and exactly what I needed. You are a star 😊
I find this sort of feedback really helpful even when it is to tell me that something cannot be found.

I am awaiting our policy guidelines being ratified and some of the info above will support the training element on launch of the guidelines

Our service care pathway and allocated OT assessment and intervention resources are now based around the information the search enabled me (and a bit of my own info digging).

Conclusion

The Outreach Library Service continues to support all staff working for, or with the NHS in North Staffordshire. Throughout the year there have been challenges for all NHS service providers and commissioners in North Staffordshire and we are pleased that we have still managed to increase the numbers of staff using our services for literature searches and enquiries. Alongside this, although training has increased to certain staff groups, a decrease in demand overall for one to one workplace sessions may reflect changes in the information needs of our service users, which we acknowledge.

Throughout the next year the Outreach Service will be aiming to continue to support NHS staff working in the community in using the library services remotely by providing advice on using electronic resources and promoting these aspects of the CEC Health Library’s resources and services to all Trusts.

Last year the Outreach Librarians attended all Trust Inductions and hope to continue to increase awareness of our services in this way next year. We will also be actively engaged in promoting our services to current library non-users by finding new ways to engage with different staff groups, obtain effective feedback and maintain an awareness of a full range of user information needs especially in the context of the changing health economy in North Staffordshire.

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 Public Health team in their new local government locations. North Staffordshire Combined Health NHS Trust has continued to increase its use of the Outreach Literature Searching and Enquiries service and we hope to continue to offer a relevant and timely service as the Trust prepares for any future organisational changes.

The Outreach library service will continue throughout the next year to promote the CEC Health library and it’s new services such as WiFi access in the library and automated loans and returns as well as ensuring that community staff are aware of the full range of physical and online resources which are available to them and to which we will aim to provide easier access wherever possible.