NHS Library and Information Services

Annual Review of NHS Outreach Library Services in North Staffordshire 2014-15

Clare Powell
Sally Thomas
Outreach Librarians
Introduction

The Outreach Service is provided by the Health Library, a partnership between Keele University and some of the NHS Trusts in North Staffordshire. There are two Outreach Librarians (one full-time and one part-time), working under the direction of an NHS Lead Librarian. The service promotes library services and aims to improve access to quality knowledge and evidence to support clinical decision making, the commissioning process and lifelong learning for Staffordshire and Stoke on Trent Partnership Trust (SSOTP), North Staffordshire Combined Healthcare, Stoke Clinical Commissioning Group (CCG), North Staffordshire CCG, and Stoke Public Health.

Outreach Library Service activities during 2014 - 2015

Staffordshire and Stoke on Trent Partnership Trust

Promoting and providing quality
We continue to provide access to NHS journal content and to offer advice and support regarding evidence quality. Requests for difficult to locate articles are dealt with by the Outreach Team, ensuring that high quality sources are as accessible as possible and that SSOTP staff are able to fully utilise the resources that are purchased to aid their work.

Supporting Clinical Effectiveness
Sally attended a session of The SSOTP District Nurses Development Programme with colleagues from the SSSFT library. We provided information about how library services could support the nurses' specific research projects and help them to get the information they needed to implement a change in their area. We hope to continue to support this event and others like it. Our literature searching service also informs clinical practice. For example we have carried out searches for information on the use of relaxation therapies for pain management and methods of assessing oedema.

Developing Sustainable and Innovative Services
We continue to support staff and try to fulfil their information needs as they seek to improve and advance service delivery. Searches for information on staffing level formulae for district nurses and how to use research to inform and develop occupational therapy are other examples of how we have supported this area.

Supporting the Workforce
Sally and Clare attend the monthly corporate induction for SSOTP staff in the North. We have an Outreach Team market stall. Staff sign up for library membership and get information about how to access resources in print and electronically. One to one literature search training sessions have been provided for staff in occupational therapy, physiotherapy and nursing. Staff requested these for a variety of reasons; to develop or change practice in their clinical area, publish research about their topic, or develop their skills and professional qualifications. These sessions are as flexible as possible and are provided at a time and place to suit SSOTP staff.

Stoke on Trent Public Health

Promoting Health and Wellbeing, Building Healthy Communities
Sally continues to spend half a day a week working with the Stoke Public Health team in Stoke Civic Centre, and attends meetings as required, to discuss literature search requirements and understand the project that they are a part of. Sally has been involved in an on-going project to look at a social determinant of ill health, namely long term workless-ness and how it affects the health and wellbeing of those who experience it. This involved a number of detailed searches as well as providing summaries of the information which was retrieved. The research looked at the impact of various well-being strategies as well as the coping strategies which unemployed people themselves use in order to gain vital elements of wellbeing such as self-esteem, social networks and a feeling of being valued. Other areas of support have included searches on lifestyle and behavioural health determinants such as e-cigarette use and smoking cessation during pregnancy.

Supporting Strategic and Clinical Prioritisation
Clinical advisory work and prioritisation is also supported by the literature search service. The service continues to save time for staff involved in strategic decision making and commissioning by undertaking searches for them. Evidence which has been retrieved includes that on the effectiveness of interventions for weight management and community dietetic support.
Reducing Health Inequalities
We continue to produce the Health Inequalities Bulletin which helps to highlight some of the latest relevant research. Information on conducting qualitative research has been provided in order to aid the design of studies into the health of certain groups.

Stoke on Trent Clinical Commissioning Group and North Staffordshire Clinical Commissioning Group.

Commissioning, Prioritising and Decision Making
Outreach library support has advertised its services in CCG newsletters and continues to enable access to NHS resources by helping users get Athens accounts. Literature searches which provide information on strategic service changes at local and national level have been carried out, for example looking at seven day a week GP opening. The Clinical Effectiveness Bulletin which we produce can inform on the wider health economy climate, such as changes to GP services and the Quality and Outcomes Framework.

Best Value and Quality
On-going library support has informed Stoke on Trent CCG’s evaluation of their Quality Improvement Framework. This involved providing support at project meetings and conducting multiple literature searches in order to help assess the framework within the national context.

North Staffordshire Combined Healthcare NHS Trust

High Quality Person Centred Models of Care
The Outreach Literature Search service provided a search on the impact of mental health problems on families and partners in perinatal mental health to inform the evidence base for the setting up of a carer’s group in the Parent and Baby Unit. Bi-monthly information updates to all Trust teams present the latest news and a selection of recent evidence, to support strategic decisions and evidence based patient care throughout the year.

Integrated Network of Partnership
Clare attended the Medical Advisory Group meeting in Sept 2014 to highlight how the library services can work in partnership with the Trust to provide resources to support service improvements and inform patient care. During 2015 the Trust set up a Veterans Support Group and a literature search was carried out to support this initiative.

Engage With Our Communities
Clare and Sally can be visited at the Harplands Hospital, Management Corridor throughout the week. Clare attended the AGM marketplace and the launch of the Healthcare Support Workers Programme in September 2014, as well as a SEAL meeting in March 2015 to network with a variety of Trust staff and partners. Clare also attends bi-monthly Trust Induction Marketplaces and also Junior Doctors in Psychiatry Inductions during the year.

Driven by innovation
The Outreach Literature Search service carried out searches to support improvements on Ward 4, Harplands Hospital in July 2014, to support a Trust project on Asset based approaches in June 2014 and to help inform the future of the Trust’s Learning disabilities Assessment and Treatment service last December 2014

Most Efficient Providers
The Outreach Library service can support improvements to efficiencies by helping Trust staff to access a wide range of resources online using NHS Athens (administered for NSCHT by Clare) and in the CEC Health Library. Several texts have been purchased on behalf of the Trust over the last year. The literature searching service can facilitate a more efficient use of senior staff time, for example, providing literature searches to support a “Listening in Action” project about DNAs in Child and Adolescent Mental Health Services in January 2015.

Quotes from our users……..

“What a fab study to have turned up! Thank you so much for finding these! With all the others, these have really added to the study.”

“This service is extremely valuable to my role, I often need to complete literature searches but as a clinician do not always have the time.”
Outreach Library Service Statistics April 2014 – March 2015

Training by staff group

Number of staff trained

- Psychologists
- FY Doctors
- GPs and Consultants
- Managers
- Nurses
- Occupational Therapists
- Pharmacists
- Public Health Officers
- Allied Health...
- Healthcare Support...
- Other

Quotes from our users.....

“It was good to have a personalised approach for me and my colleague to explore resources relevant to our areas of work.”

“I received a brilliant service that was most helpful from the educational viewpoint.”

“Thanks for all your assistance, it is really useful I can see the themes”

“You’re a fantastic help but I am still struggling navigating around these search websites so need your continued support!”

“Will definitely use what I’ve learned to inform client work and other projects”

Training by organisation

Number of staff trained

- SSOTP
- Stoke Public Health
- North Staffs CCG
- NSCHT
- Stoke CCG
**Literature Searches**

**Number of searches performed**

- Stoke Public Health
- North Staffs CCG
- NSCHT
- Stoke CCG
- SSOTP

**Quotes from our users.....**

“The information provided assisted in the development of a business case for some of our services. It provided a national perspective and ideas about how our service should be developed for the future.”

“The literature search you provided was very comprehensive and the service was fast”

“The literature search has highlighted a lack of research into the field of psychology”

**Enquiries and Athens administration**

**Number of enquires**

- Stoke Public Health
- North Staffs CCG
- NSCHT
- Stoke CCG
- SSOTP

**Conclusion**

The Outreach Service continues to support all staff working for the NHS in North Staffordshire whose organisations have Service Level Agreements with the CEC Health Library. We value our role in working closely with these health service providers in the North Staffordshire health community, to promote NHS library services and facilitate easier access to information for those who are at a distance from the physical Library.
The Service has continued to offer promotion of the Library and Information Service at Trust Inductions for new staff, around 500 people this year! We appreciate this opportunity and hope to continue to increase awareness of our services in this way next year. We will continue to obtain effective feedback from our users in order to offer services which can meet a full range of user needs in the future. Our literature searching and enquiry services have attracted a consistent number of requests, as well as positive user feedback. We will be looking for ways to increase this demand over the next year by continuing to support Trust projects and organisational restructuring by enhancements to the service such as offering a synthesis of the evidence to aid decision making.

The Outreach Service continues to offer one to one workplace training, although demand for this has declined over the last couple of years. Feedback from our users who have received the training is very positive and indicates that training in the workplace is valued for the personalised approach as well as saving time on travelling for those with busy clinical or managerial responsibilities. We continue to promote the training sessions provided by the Health Library as well as the e-learning available on “Health Library Online”. The library services will be promoting training to nurses undertaking revalidation over the coming year and the Outreach Service can provide the “additional extra” of personalised workplace training (where offered as part of our service level agreement).

The Outreach Librarians continue to work successfully with the SSSFT (South Staffordshire and Shropshire Foundation Trust) Library Services to raise awareness of library services across SSOTP North and South Divisions. We aim to be able to offer as full a range of services across the whole of SSOTP as possible into the future. We provide our services to the Stoke Public Health team via weekly visits and maintain a close working relationship with North Staffordshire Combined Healthcare Trust with an Outreach Librarian based at the Harplands Hospital throughout the working week.

**Quotes from our users…..**

“The way the training is 1:1 and tailor made, made it such that I was able to go away and put the new skills straight into practice. It was good to know that help was at hand if I struggled with this. If it had been an overview or to a group of learners it would have just given me a general idea of how to do a lit search but not enough that I could go away and carry one out.”

“The help which I have received to date has been excellent and extremely useful - I wish I had known about the support available much earlier!”

“Yes, I am using what I have learned. E-books and Articles and Researches to review my knowledge and update myself with new techniques and concepts.”