NHS Library and Information Services

Annual Review of NHS Outreach Library Services in North Staffordshire 2013-14

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Introduction

The Outreach Service is part of the North Staffordshire CEC 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 lifelong learning for Staffordshire and Stoke on Trent Partnership Trust (SSOTP), North Staffordshire Combined Healthcare NHS Trust, Stoke Clinical Commissioning Group (CCG), North Staffordshire CCG and Public Health.


The Outreach Librarians are based at the CEC Health Library and Harplands Hospital as well as visiting Stoke Public Health each week.

1.1 Combined Healthcare

Supporting staff and learning development: We continued to support both clinical and non-clinical staff with workplace updates to information skills. In addition we provided a special library introduction session to staff undertaking the City and Guilds Certificate in Community Mental Health Care and attended a marketplace induction for the Support Worker Development Programme.

Library and Information Service Updates and Promotional activities: Throughout the year there have been articles for the Trust Newsletter, promoting issues such as training at the Health Library, a pilot of increased access to online Elsevier journals with NHS Athens and National Libraries Week 2014. There have also been updates on the library pages on SID with lists of new books in the library and other news.

Literature Searching Service: This service has a consistent level of requests from Trust staff and has provided searches for information to support service delivery, patient care and commissioning. Feedback shows that the search results are frequently shared with other staff, used for teaching purposes and as a result support evidence based practice.

Trust Inductions: We have attended marketplace induction sessions throughout the whole year and promoted the NHS Outreach Service and Health Library services to all new staff. This contributes to an increased number of staff registering for an NHS Athens account and becoming members of the library. We have also attended all inductions for Junior Doctors in Psychiatry this year.

Understanding user needs: Specialist support has been provided to staff studying for qualifications and completing dissertations or research papers through one-to-one training in formulating search questions and literature searching. The Outreach Librarians continue to be based part-time during the week at the Harplands hospital and work closely with NSCHT attending Education and Learning Group meetings.
**Current Awareness:** The Outreach Service has produced bi-monthly email information updates to all trust teams as well as specialist updates to the Mental Health Law team, Safeguarding team and Infection Control Nurse.

1.2 Staffordshire and Stoke on Trent Partnership Trust

**Supporting staff and learning development:** There has been a consistent demand for information skills training sessions with 1-2-1 sessions proving the most popular due to their flexible approach. We have also delivered small group sessions. This service has been well received by nursing and occupational therapy staff in particular.

**Library and Information Service Updates and Promotional activities:** We have delivered an on-going programme of library services awareness visits to health professionals in the community, sharing knowledge of resources and supporting clients’ information needs. We attended the Introduction to Research for Social Workers workshop in October with library colleagues from South Staffordshire and Shropshire Foundation Trust (SSSFT), where we promoted our services and resources which support information needs of social care professionals with their research activities.

We also devised and delivered a presentation for band-5 nurses raising awareness of how our services can support the client’s role, offer value and save time.

**Literature Searching Service:** Searches have been conducted on a variety of healthcare topics including; leadership, commissioning, utilising social network tools for health promotion and integrated care. The results have assisted service development, patient care and commissioning. Feedback received has been positive and evidence supplied has supported health care and Trust projects.

**Trust Inductions:** The Outreach Service continues to attend the monthly SSOTP corporate induction “market stall” in collaboration with library colleagues from South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT). This is a valuable marketing activity as we have an opportunity to ‘meet and greet’ new staff members and promote the benefits of the library services we offer.

**Understanding user needs:** As a service we regularly attend workforce meetings, network with training leads and managers to gain a greater knowledge of the Trust’s workforce and organisational developments. The Outreach Service will work to adapt and improve services for clients, responding to changes affecting the workforce and their personal development in the future.

**Current Awareness:** We frequently liaise with professional leads to ensure content in the health information bulletins meets the needs of the SSOTP users.

1.3 Public Health

**Supporting staff and learning development:** 1-2-1 training sessions have been delivered to new members of the team. Literature searches and article requests delivered by the Outreach Team have assisted various public health projects.

**Understanding user needs:** In an effort to gain a greater awareness of the Public Health team and their various health improvement projects, Andy has worked one morning per
week at Stoke Civic Centre. This drop-in library clinic promotes the Outreach Service and provides Public Health staff with access to services and resources at their point of need.

**NHS re-organisation:** We have worked closely with our colleagues at SSSFT, to ensure that Public Health staff in Staffordshire have been allocated the appropriate Athens account and can access their subscribed resources.

**Current Awareness:** We distribute the Health Inequalities Bulletin to the Public Health team and liaise with senior team members to monitor the quality and relevance of the content is sustained.

1.4 **Stoke CCG and North Staffordshire CCG**

**Supporting staff and learning development:** We delivered 1-2-1 training sessions to GP’s and Practice Nurses. There has also been a good demand for the literature searching service by North Staffs CCG.

**Library and Information Service Updates and Promotional activities:** The Outreach Service attended a Stoke CCG Practice Manager’s meeting and delivered an Outreach Services presentation. We also attended a team brief meeting for North Staffs CCG. Early in the year we provided a stall at four GP continuing professional development events organised by North Staffordshire CCG which highlighted library and information resources around Diabetes, COPD, Child safeguarding and Stroke.

**Current Awareness:** The Clinical Effectiveness Bulletin has been distributed to staff and we aim to cover topics of interest to health professionals working in the community. The response we have received from the health community has been positive and staff find it a useful service for them to access the latest evidence.

1.5 **NHS Partners**

**Supporting staff and learning development:** We delivered a range of training activities including 1-2-1 and small group sessions focusing on NHS Evidence, literature searching skills and finding quality evidence on-line. In addition two bespoke study skills sessions were delivered to two groups of support workers. The sessions evaluated well and proved popular with delegates and liaison educators.

**Enquiries:** During the current year we provided directional and resource related guidance to the NHS Partner organisations.

2. **Training**

2.1 **Training by staff group**

(3 year overview: Number of people trained)

<table>
<thead>
<tr>
<th></th>
<th>Management &amp; Admin</th>
<th>GP &amp; Cons</th>
<th>Nursing</th>
<th>AHP</th>
<th>HCSW</th>
<th>Psychologists</th>
<th>Junior Drs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011 - 12</td>
<td>54</td>
<td>22</td>
<td>80</td>
<td>61</td>
<td>8</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>2012 - 13</td>
<td>24</td>
<td>50</td>
<td>47</td>
<td>75</td>
<td>3</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>2013 – 14</td>
<td>25</td>
<td>8</td>
<td>33 +hcsw</td>
<td>21</td>
<td>4</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>
There has been a decrease in training delivered to GPs and Consultants, Nursing and Allied Health Professionals and Junior Doctors this year, which is disappointing. This may be due to a combination of factors such as the full-time Outreach Librarian post being vacant for four months, continued impact of restructuring in the North Staffordshire NHS organisations and a reduction in staff numbers. The year 2012 – 13 saw an increase in GP training which could have been driven by preparations for involvement in commissioning and this demand seems to have declined.

Training delivered to management and administrative staff and psychologists has remained fairly constant over the last couple of years.

### 2.2 Training by Organisation

The numbers of staff attending training has declined for each organisation over the year compared to last year, with a quite substantial fall from around 150 people from the "primary care" organisations (SSOTP, former NHS Stoke, former NHS N. Staffordshire, Stoke CCG, N. Staffordshire CCG and GPs) in 2012–13 to 66 people in 2013–2014.
Demand for training at larger/team meetings has declined over the last year. This may be explained by a transitional shift to new team structures resulting from the organisational changes in North Staffordshire over the time period. We hope that as the organisations become more settled over the next year we can build on the numbers currently trained.

An additional 36 NHS staff have attended training at the CEC Health Library, NSCHT 6; SSOTP 19; N. Staffs CCG 6; Stoke CCG 1 and Stoke Public Health 4

2.3 Inductions

In addition to the training included in the chart, across Combined Healthcare, SSOTP, Public Health and the Commissioning Groups all new staff (over 700 users) received an introduction to library services as part of their corporate induction.

3. Literature Searches and Enquiries
Search requests are received across all organisations for evidence to support patient care, service delivery and Trust projects. The majority of requests are received from senior staff and management including doctors, consultants, psychologists and leads. The Outreach Service has also been asked to conduct searches for research and development activities. High level staff who spend hours searching for information can save time and provide financial savings for their organisations by using our searching service, which is provided through their service level agreements with the CEC Health Library.

3.1 Literature Searches

3.2 Enquiries and Athens Administration

QUOTES FROM USERS........
“We have used the information as part of the research into a project looking to develop an inpatient palliative care unit.”

“The information provided was very informative and helpful. It helped us to weigh up the risk factors associated with this behaviour and how to plan future support for the client involved”

“Recommendations were made within the care pathway we now have (based around some of the information your service provided).”

“Very useful service....and always utilise the information to impact on service improvement.”
Enquiries are less complex than literature searches, most taking less than an hour to complete. The majority of enquiries concern access to resources, particularly full-text online journals. The Outreach Service provides reference list checking, and e-resources are delivered straight to the customer using email wherever possible. Over 340 e-copies were supplied last year. Print copies of articles are also supplied via the internal mail services as well as organising applications for interlibrary loans where required. This saves clinician time in what can be a lengthy task as illustrated by the user quotes below.

### Enquiries & Athens Administration
**April 2013 - March 2014**

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSOTP</td>
<td>164</td>
</tr>
<tr>
<td>NSCHT</td>
<td>170</td>
</tr>
<tr>
<td>Stoke CCG</td>
<td>32</td>
</tr>
<tr>
<td>N. Staffs CCG</td>
<td>10</td>
</tr>
<tr>
<td>Stoke PH</td>
<td>14</td>
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Athens Administration is a vital service provided by the Outreach Team alongside the promotion of NHS and library funded online resources to support Evidence Based Care and services. We offered guidance for the recently revised Athens self-registration process and administered the Athens accounts of local partner organisations. This has involved the checking, transferring and renewal of clients’ personal accounts during the re-organisation of the NHS both at local and national level.

**QUOTES FROM OUR USERS…....**

“Thank you for obtaining the article for me which has proved to be really helpful to me in treating a patient”

“Your help is terrific and saves me so much time….”

“Just to feedback to you that the advice from NICE has worked and I have successfully downloaded the BNF”
Conclusion

The Outreach Service continues to support all staff working for, or with the NHS in North Staffordshire and our service is included in the Service Level Agreements the NHS organisations have with the CEC Health Library. We value our role in working closely with the 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 Health Economy in our region is facing difficult challenges and the past year has seen big changes for us all. Whilst it is disappointing that the numbers of staff we have trained this year has decreased, we feel that this may have been a reflection of the restructuring of teams and a decrease in staffing over the period. Feedback from our users continues to indicate how much staff value our flexible approach to training and follow up support. We will be increasing promotional activities in the coming year to ensure that more staff are aware of the training we provide, which can support staff to develop individual research skills for evidence based practice.

Throughout the year the Outreach Service has continued to offer promotion of the Library and Information Service at all the Trust Inductions for new staff, over 700 people! 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 offering enhancements such as providing levels of evidence to search results and offering a synthesis of the evidence to aid clinicians’ decision making.

The Library continues 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 are still providing our Outreach Services to Stoke Public Health team after their move to the Local Authority via a weekly “hot desking” visit and maintain our close working relationship with North Staffordshire Combined Healthcare Trust with an Outreach Librarian based at the Harplands Hospital every day.

QUOTES FROM OUR USERS……..ON CURRENT AWARENESS

“Thanks for sending this [information update] it has been one of the most useful emails in my inbox this month!”

“The summary reports you provide as well as support in locating full texts is really good....”

“I always find your updates really interesting”

“Very valuable to reduce duplication and understand what outcomes had been developed already – to search for best practice”