



Care Colleagues
Collaboration Communities



Walsall Healthcare
NHS Trust

Knowledge and Library Services Annual Report 2022-23



To deliver exceptional care together to improve
the health and wellbeing of our communities



Report of	Jacqui Watkeys Head of Library, Knowledge and Learning Centre Services
Subject:	Annual Report of Knowledge and Library Services from 1st April 2022 – 31st March 2023
Purpose of Report:	To report on key activities and achievements of the Trust Knowledge and Library Services over the past 12 months
Action/Decision required:	Circulation to: Education and Training Steering Group Committee Postgraduate Medical Education Committee Trust Communications People and Organisational Development Committee Library Website

Contents

Summary	4
Equity of access to resources and facilities	6
<ul style="list-style-type: none"> Growing our collections LibKey Nomad - Follow the flame Equipment loan Clinical support tools 	
Improving the quality of our services	8
<ul style="list-style-type: none"> Library and Knowledge Services Plan 2022-25 Thanks a million Service improvement teams 	
Customer driven services	9
<ul style="list-style-type: none"> Funding success Update Your Knowledge 	
Facilitating shared learning and innovation	10
<ul style="list-style-type: none"> World Book Night Sharing knowledge Promoting Trust research KNOWvember 	
Working in partnership	12
<ul style="list-style-type: none"> New article request tool Equality, Diversity and Inclusion Walsall Together Health Information Week Health and Wellbeing 	
Our service in numbers	14

Summary

It gives me great pleasure to introduce our library annual report for 2022/23. I am proud to share the great work we have achieved this year and our ongoing efforts to commit to improving our services to you. We have continued to work to support the Trust's strategic objectives and local and national priorities.

It has been a busy 12 months for the library team, with continued successes and achievements. This year has seen an increase in promoting our services to community teams helping us continue to raise the valuable role of library services and information and knowledge specialists.

[Walsall Knowledge and Library Services Delivery Plan 2022-2025](#) was written and approved at the People and Organisational Development Committee in November 2022. The plan outlines our 5 key priorities over the next 3 years. A framework complements the plan and monitors the work performed against each of the aims.

Our key priorities:

- Equity of access to resources and facilities
- Improving the quality of our services
- Customer driven services
- Facilitating shared learning and innovation
- Working in partnership

This report aims to outline the work we have achieved to date against our priorities. A review of our service performance is also presented.

We have remained dedicated to providing services to the highest standard across the organisation to promote evidence-based research to enable our colleagues to deliver safe patient care.

Jacqui Watkeys

Head of Library, Knowledge and Education
Centre Service



Professor David Loughton (Chief Executive)
with Sally Evans (Director of Communications
and Stakeholder) Engagement

Equity of access to resources and facilities

- Ensure facilities are fit for purpose and support user needs.
- Ensure high quality evidence-based resources are available at the point of need to all, to support decision making.
- Provide seamless access to digital resources.

Growing our collections

Our work to promote our resources has continued through engaging with our colleagues. Our [Health and Wellbeing and Sustainability](#) collections eBooks procured by HEE Knowledge received ongoing promotions through Trust communications and national campaigns. Work with senior leads has contributed to the development of the specialist collections and helped raise awareness.

LibKey Nomad - Follow the flame

Launched earlier in the year across the Trust, LibKey Nomad is a browser extension that delivers one-click access to full-text articles of library-subscribed journals, as well as open access journals or any open access versions of articles. Articles can now be downloaded instantly from platforms such as Google, PubMed, and other websites.

Equipment loan

Post pandemic the [equipment loan](#) collection was reviewed and re-promoted via Trust communications. The service identified laptops as one of our popular loaned items. The library website was revised to promote the new collection and promoted on social media and distribution lists.

Clinical support tools

Opportunities were explored to find new methods to promote tools to support clinical decision making e.g. BMJ Best Practice and UpToDate. The library staff increased their presence at numerous events, conferences, team meetings, grand rounds. Presentations from Ali Boukabache, Training Manager (BMJ Best Practice) and Emma Hodgkinson, Customer Success Specialist (UpToDate) were delivered to doctors at FY1's teaching sessions. These presentations became embedded in the grand rounds programme



Ali Boukabache, Training Manager (BMJ Best Practice)

Improving the quality of our services

- **Demonstrate the value and positive impact of services.**
- **Scope out and partner with teams delivering on service improvements.**
- **Help and encourage Boards to understand, demonstrate, and promote the core value of knowledge specialists within the NHS.**
- **Develop the skills of the library workforce to ensure a culture of evidence-based practice and knowledge management is embedded across the organisation.**

Library and Knowledge Services Delivery Plan 2022-25

The first year of the library and knowledge services delivery plan will be documented in the library annual report 2022/23 soon to be published. This will be presented at the People and Organisational Development Committee in November 2023 where the plan was originally approved. The annual report will also be circulated to educational committee groups and faculty leads. A display of the library key workstream priorities can currently be located on the wall in the Manor Learning and Conference Centre.

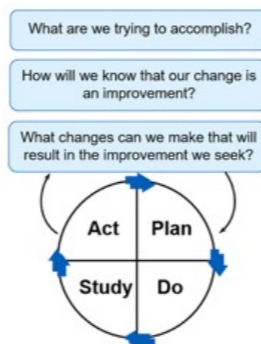
Required actions to address areas for development included:

- Consideration in using the CILIP Professional Knowledge Skills Base (PKSB)
- Review the capacity required with the KLS team as part of service planning. Consider using the HEE Staff Ratio Policy to inform the review.

These actions are built into the delivery plans of the workstreams.

Service improvement teams

Our partnership working with the Quality Improvement Team continued with the aim of ensuring staff embedded evidence research into projects. Our Information and Knowledge Specialist delivers a 10 minute session called Evidence for Improvement at the start of the QSIR Fundamentals programmes worked with QI leads. The QI tool, the cycle of evidence is used in the presentation to illustrate how questions are raised at each stage of the project and using PICO to frame a question.



Thanks a million

We have continued to raise the importance of A Million Decisions, a campaign aimed at NHS healthcare staff to use the knowledge and skills of information professionals to make informed decisions based on sound evidence. Over the years we have successfully achieved a pledge to support this campaign from all of our Trust Directors who also illustrated the importance of the work we perform. Pledges from our Trust Directors were promoted through hospital communications and social media. In April 2022 our Chief Executive David Laughton and Sally Evans (page 5) were the latest members of staff who pledged their support for and visited the library to find out more about the services offered.

Customer driven services

- **Develop services that are user driven and inclusive.**
- **Promote the benefits of the library external membership.**

Funding success

In December 2022 an application was submitted to Health Education England (HEE) to install private study/teaching pods within the Library and Education Centre to improve flexible learning and study spaces. Dr Manjeet Shehmar, Chief Medical Officer, was appointed as the Executive Sponsor for the project. The successful bid was approved and £60k granted for the project.

The study pods and booths were installed in March 2023. The library space was redesigned to create groups study zones.

A detailed inspection of the new resources was performed by the Health and Safety Officer and a SNAG report compiled identifying work for review and correction. The report was sent to the suppliers Dalen.



Update Your Knowledge

Following a review of our training programme offered during the year, a decision was reached that a training needs analysis was required. This work will be in collaboration with Royal Wolverhampton Healthcare, Library and Knowledge Services with the aim for the delivery of a joint information skills training programme.



Facilitating shared learning and innovation

- **Work with teams on how to effectively mobilise knowledge to support Trust priorities.**
- **Work with partners to share and promote knowledge management activities.**
- **Contribute to disseminating research and innovation across the organisation.**

World Book Night

World Book Night is a celebration of the pleasure and benefit of reading. It is promoted each year on the 23rd of April by the Reading Agency; a national charity with a clear message - that reading is good for you. Library Services participated in the celebrations by giving away 80 free copies of "Straight Outta Crawley" the hilarious and irreverent autobiography by comedian Romesh Ranganathan.

Sharing Knowledge

KnowledgeShare is a bespoke current awareness service, personalized to the user specific requirements. Users can request evidence updates by email to receive the latest high-level evidence on the topics of choice. To increase uptake, quarterly statistics were reviewed and targeted promotions created for clinical and non-clinical staff groups, especially those with low uptake of the service. This continues to be monitored and promoted throughout the organization and on social media.

Promoting Trust research

Work commenced with a consortium of Midlands KLS purchasing a joint repository to showcase local research and other collections such as guidelines and quality improvement projects. Consortium members include:

- Black Country Healthcare NHS Foundation Trust
- Coventry and Warwickshire Partnership NHS Trust
- Dudley Group NHS Foundation Trust
- George Eliot Hospital NHS Trust
- Sandwell and West Birmingham NHS Trust
- South Warwickshire University NHS Foundation Trust
- University Hospitals Birmingham NHS Foundation Trust
- University Hospitals Coventry and Warwickshire NHS Trust
- Walsall Healthcare NHS Trust

A steering group led by library Leads from each consortium was established to support the operational group and the direction for the development of the repository.

KNOWvember

[KNOWvember](#) proved to be the library's successful annual event with 82 employees, clinical and non-clinical signing up from across Walsall and New Cross Hospital to 'meet for a coffee' share best practice, scope collaborative opportunities or just find out about each other's roles. Library services showcased the many ways evidence can be mobilized. The initiative was promoted via various communication channels and with the Head of Library, Knowledge and Education Centre Lead presenting at Trust Team Brief to encourage sign-up.



Working in Partnership

- **Work in partnership with organisations to support the provision of quality health information for patients and public in the local economy.**
- **Deliver cost effective services through collaboration to reduce duplication, streamline processes to provide equitable services and maximising staff time.**
- **Support the delivery of the Health and Wellbeing and Equality, Diversity and Inclusion Trust agendas.**

New article request tool

Our Senior Library Assistant joined the task and finish group for INCSDocs. INCSDocs is a tool, currently in development which will aid the sourcing of e-journal articles from other NHS libraries. This task and finish group will meet for up to 12 months, starting in Nov 2022, to support the smooth roll-out of this tool. Those in library services who had a role in document supply activities were invited to participate in the group to test the tool, feedback on its progress and evaluate cost efficiencies.

Health Information Week

Library and Knowledge Services worked in partnership with Trust and local authority colleagues to promote Health Information Week during 4-10 July. This annual national campaign promotes quality information for patients and the public to help improve their quality of life.

Equality, Diversity and Inclusion

Library and Knowledge Services worked in partnership with EDI networks to promote [a range of print/e-books available](#) to all employees on this topic from the library collection. Registered library members can access these resources using the [library catalogue](#).



Walsall Together

Walsall Together is a partnership of health, social, housing, voluntary and community organisations that are working together to improve physical and mental health outcomes, promote wellbeing and reduce inequalities across the borough. Their aims are to work more closely to together to tackle the widening gaps in health inequalities by focusing on not just health but the wider determinants of health such as housing, education and employment and the vital role that people and communities play in health and well-being.

Library Services were introduced to the functions of the team following requests from staff members. Plans are in place to further understand the projects delivered by the team, which are based on the agreed priorities for the needs of the population of Walsall.



Health and Wellbeing

The Library Team continued to work in collaboration with health and wellbeing colleagues to support the Trust agenda through promotion of the specialist resources and book collections on the topic.

[HEE Policy for NHS Library Learning Space](#) research shows that the space is essential and that creative and resourceful uses of this space secures key benefits for the workforce. There are two key recommendations in the policy:

- 1) The library study and wellbeing space should be available to all staff, educators and learners both during and outside the working hours of the knowledge and library services team.
- 2) The library service space should be developed, managed by the knowledge and library services staff, to ensure value through enabling organisational innovation, and meeting the changing needs of healthcare staff, learners and educators in relation to study and reflection, health and well-being, collaboration, and as a technology hub.

The policy is used by library staff to promote such purposes with plans to redesign areas of the library to occupy PODS to support neurodiverse learners and those requiring quiet spaces.

- The [Uplifting Collection](#) for the NHS staff and students is promoted regularly in the Trust Health and Wellbeing newsletter and at themed events. The book collection is available in digital and print format and includes fiction, poetry and self-help guides.

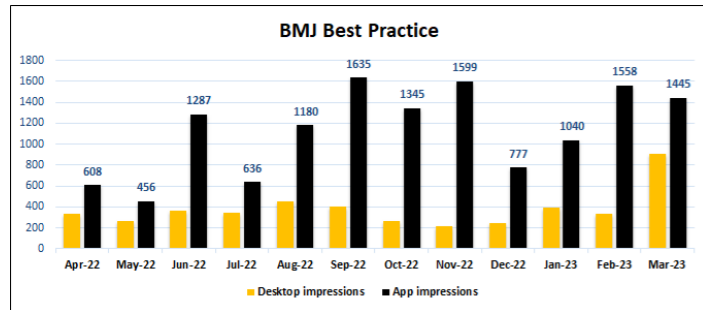
The Energy Pod (Sleep Pod) continues to be accessible to all, especially for doctors and nurses as a reminder to grab power naps during busy and challenging shifts.

In support of raising awareness about the menopause, library services created a collection of resources and promoted to all through internal communications and events. The collection is available across the consortium of HeLM (Health Libraries Midlands) to registered users.

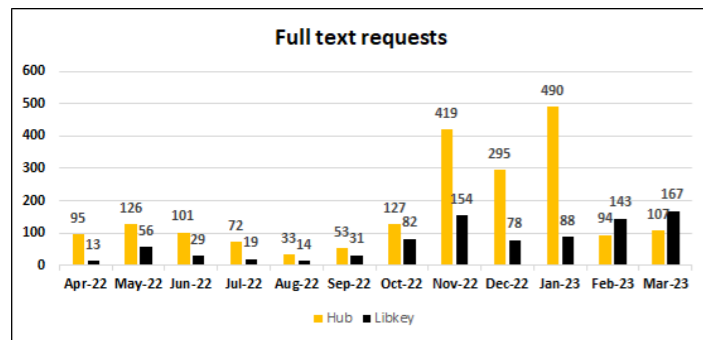
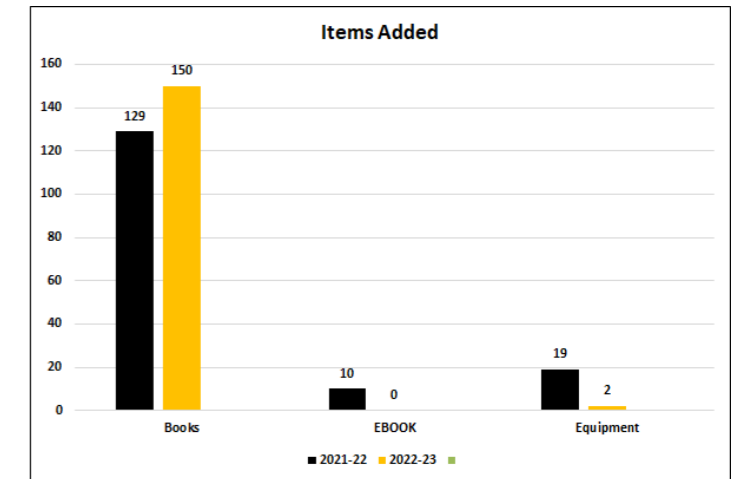
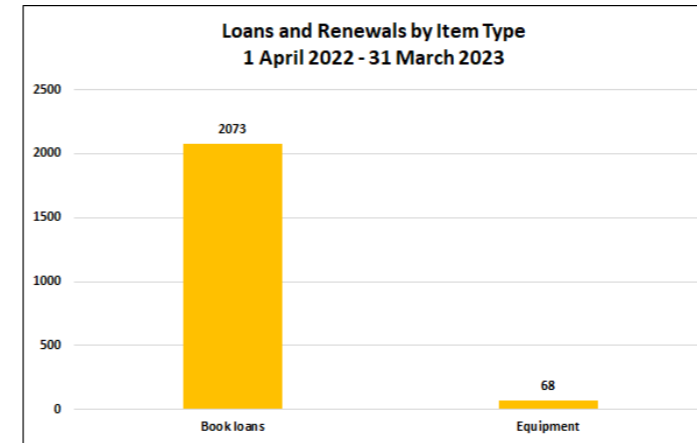
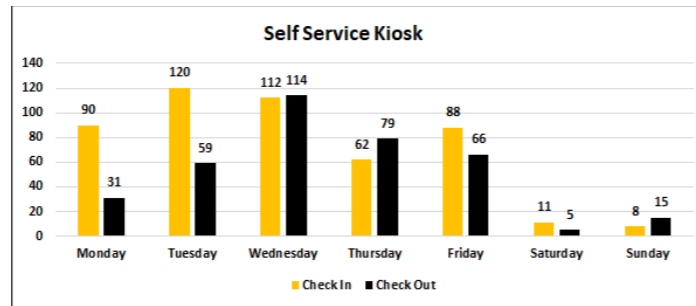
A steering group led by library Leads from each consortium was established to support the operational group and the direction for the development of the repository.



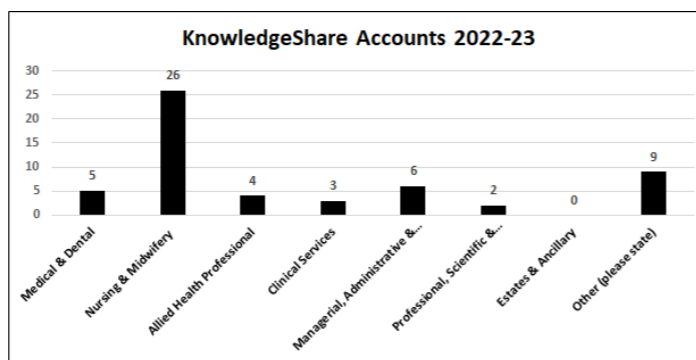
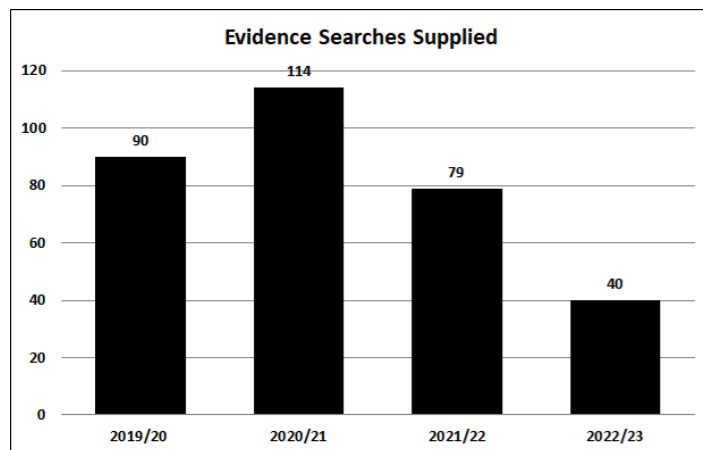
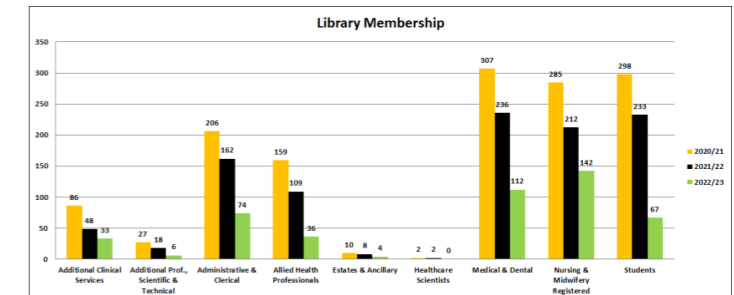
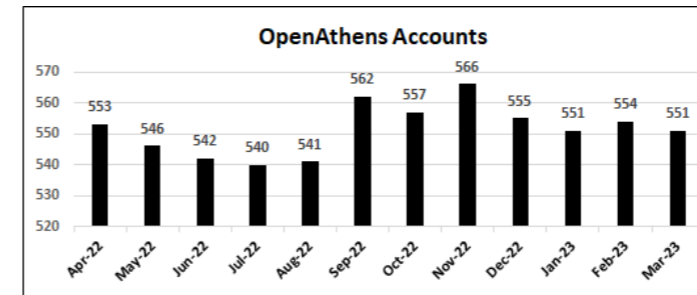
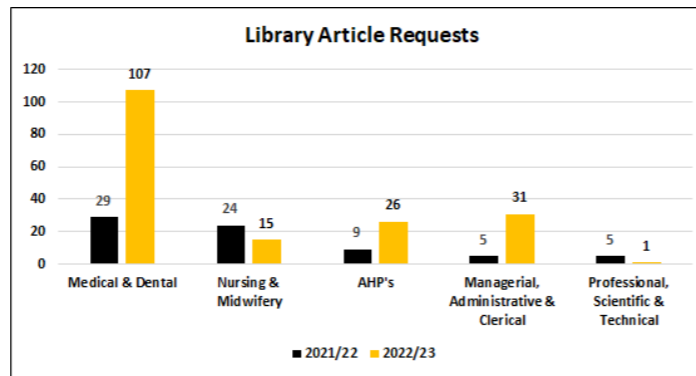
Our service in numbers 2022-23



The total number of pages loaded into the desktop version of the resource and the app.



Hub - Total number of full text requests being made user users of the NHS Knowledge





www.walsallhealthcare.nhs.uk



[@WalsallHcareNHS](https://www.facebook.com/WalsallHcareNHS)



[@WalsallHcareNHS](https://twitter.com/WalsallHcareNHS)