

# LIBRARY AND KNOWLEDGE SERVICE

## Annual Report 2015-2016

### *Informing • Educating • Influencing*

Audrey Emerton Building  
Royal Sussex County Hospital  
Eastern Road  
Brighton BN2 5BE  
01273 523300

Princess Royal Hospital  
Lewes Road  
Haywards Heath RH16 4EX  
01444 441881 x5463

Sussex Education Centre  
Mill View Hospital  
Nevill Avenue  
Hove BN3 7HZ  
01273 265897

[www.bsuh.nhs.uk/library](http://www.bsuh.nhs.uk/library)

[@BrightonSx\\_LKS](https://twitter.com/BrightonSx_LKS)

[library.services@bsuh.nhs.uk](mailto:library.services@bsuh.nhs.uk)

## Introduction

**Brighton and Sussex NHS Library and Knowledge Service** runs three libraries, which serve:

- Brighton and Sussex University Hospitals NHS Trust
- Brighton and Sussex Medical School
- Sussex Partnership NHS Foundation Trust
- Sussex Community NHS Trust
- NHS Brighton and Hove, NHS High Weald, Lewes and Havens and NHS Horsham and Mid Sussex
- South East Coast Ambulance Service NHS Trust

### **Our aims are:**

To facilitate access to information and evidence for health care staff and students, when they need it, and in a form they can use.

To provide expertise, tools and techniques to allow colleagues to create, share and apply new and existing knowledge.

To consolidate on our successes, building a strong team that is well-placed to innovate and further improve the quality of our service.

By doing so we will improve the health, well-being and quality of care for local patients and the public, broaden the knowledge of health care professionals and help ensure that services are fit-for-purpose.

**Our strategy for 2014-2019** is built around five areas of focus:

- Shaping our team to support changing demands
- A focus on service quality
- The right resources at the right time
- Involvement in technology enhanced learning
- Engaging with our partners and expanding our role

This report will describe our progress during 2015-2016 in relation to these areas. The full strategy document can be found online at

<https://www.bsuh.nhs.uk/work-and-learn/library-services/about-us/>

## Shaping our team to support changing demands

We made some final changes to our team structure this year in order to achieve the aim of an improved skill mix outlined in our 2014-19 strategy. These changes were made possible by reconfiguring vacant posts.

- We created a new assistant librarian post with responsibility for the enquiry desk team at Princess Royal Hospital (PRH) Library.
- We introduced a second clinical librarian to work with teams in BSUH and significantly expanded the number of departments covered by our clinical librarian service.
- Existing part-time health promotion and public health roles were reconfigured into a single Public Health Specialist Librarian role.
- New funding allowed us to create a Primary Care Specialist Librarian.

The LKS team all received continuing training to ensure our skills and knowledge matched the new demands of our roles, including:

- A BSUH Values & Behaviours workshop that showed areas of strength in the team and suggested areas for improvement. Following the workshop we undertook a review of our internal communication.
- Improved induction and mentoring for new Band 5 and Band 6 LKS staff with a staged approach to sign-off off competency.
- Re-launched the enquiry desk team meeting at Royal Sussex County Hospital with increased opportunities for refreshing skills.

Finally, members of the team had work published and we received recognition for the quality of our work:

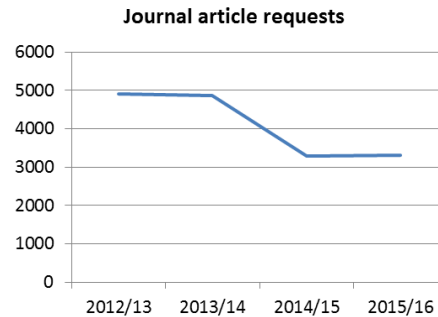
- Tom Roper co-authored an abstract on “Low literacy and medication harm in older adults” for the Brighton and Sussex Centre for Medicines Optimisation Conference
- Tom also authored or co-authored articles in the journals [Ariadne](#) and [Journal of the European Association for Health Information & Libraries](#).
- We achieved 100% compliance with the national Library Quality Assurance Framework run by Health Education England.
- We achieved 100% satisfaction for library resources and services from medical students in the National Student Survey.



# A focus on service quality

## Document delivery

- Our annual satisfaction survey showed high satisfaction. Two concerns were raised with regards to turnaround times (likely due to staff changes that are now resolved).
- Most articles were requested to inform research or professional development.



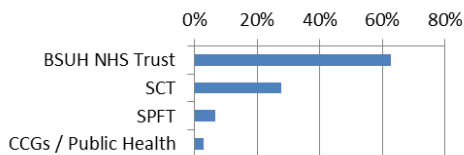
*"I have always had a very prompt response whenever I have requested articles. These are to support funding applications for drugs and the deadline is often short."*

## Information skills teaching

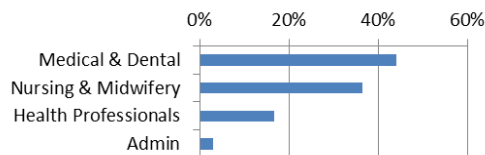
- We increased our embedded teaching at Sussex Community Trust and our sessions were added to the BSUH Band 6 Nurse Development Programme and the BSUH HCA Care Certificate.
- We were involved in a pilot of a Study Skills course at BSUH for nurses and midwives returning to study.
- Three new teaching sessions were introduced:
  - Better Networking with Twitter
  - How to Read Qualitative Research
  - Reflective Writing for Nurse Revalidation.
- An increase in group teaching reflects our goal to teach more efficiently.

|  | 2014-15   | 2015-16   |
|--|-----------|-----------|
| <b>Teaching attendances, of which:</b>   | 1038      | 1018      |
| <b>Undergraduates (vs Staff)</b>         | 706 (68%) | 611 (60%) |
| <b>Taught in a group (vs One-to-One)</b> | 332 (32%) | 489 (48%) |

Teaching attendance by organisation

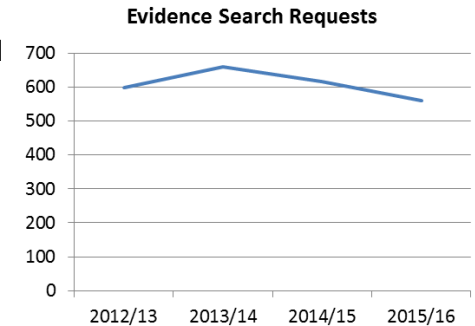


Teaching attendance by professional group



## Evidence search services

- Evidence search requests continued to decline this year and we will consider how to increase the incorporation of evidence into local practice over the coming year.
- Impact of evidence on practice remains strong as illustrated below:

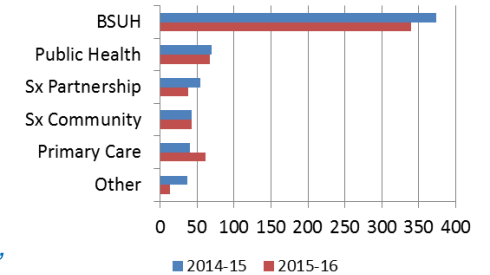


*"We had to find evidence for a new psychological therapy model for long-term conditions that reduced cost in both acute and primary care. Your detailed search ensures we can confidently ensure those with an LTC can benefit from a better care."*

*"The references you found improved the guidelines on central venous pressure monitoring, resulting in reduced lengths of stay in critical care."*

*"We needed articles on using touch-screen devices in a rehab setting. You found examples of similar projects in other trusts that supported our proposals and will improve quality of life for our stroke patients."*

Search Requests by Organisation



## Evidence updates

Our service provides personalised email updates to local staff. Recipients receive information about high-level evidence, national publications and local events in their areas of interest.

|   | 2014-15 | 2015-16 |
|---|---------|---------|
| <b>Staff receiving updates</b>                      | 1683    | 2019    |
| <b>No. of updates received on average each year</b> | 13      | 15      |

## Accessibility

We installed automatic doors at the RSCH Library and PRH Library in order to improve access to the libraries for disabled staff and students.

# The right resources at the right time

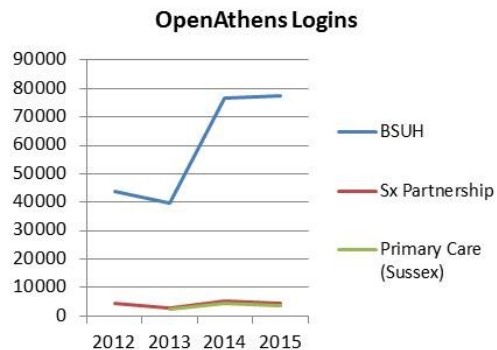
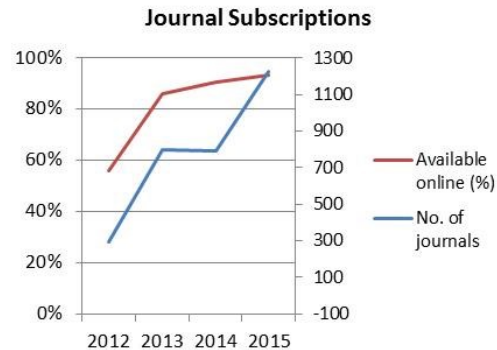
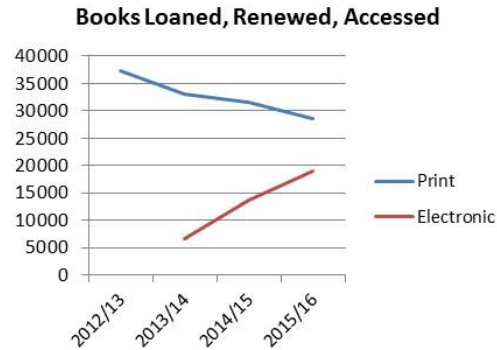
## Books

- We continue to shift the balance of book purchasing towards electronic books.
- Trends in book loans versus ebook usage confirm the increasing preference for electronic book provision.
- We introduced automated reminders before books are due to reduce the number of overdue books loaned to users.

*“Good variety and volume of revision books for medical students finals”*

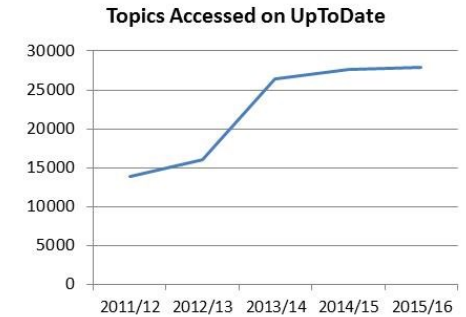
## Journals

- A bundle of 400 online journals from Wiley-Blackwell was added to our collection.
- This increased the number of journals we provide to 1,200 and further increased the proportion that are available online.
- Each year we analyse cost-effectiveness of all journal titles and cut poorly-used subscriptions (20 this year).
- Our wide collection of ebooks, ejournals and other e-resources has kept the number of BSUH OpenAthens logins high.



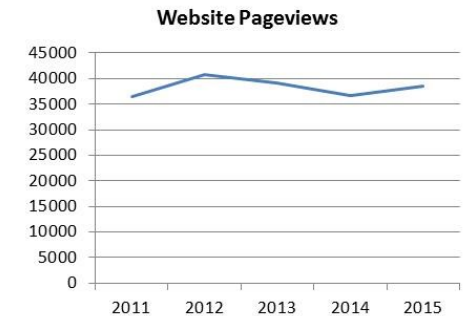
## Other Electronic Resources

- We continued to subscribe to the evidence-based tools UpToDate and BMJ Best Practice.
- BMJ Best Practice introduced a mobile app which had over 300 users by the end of 2015.
- The Royal Marsden Manual Online (paid for by BSUH Nursing and Midwifery Education) saw a significant increase in usage, possibly due to our increased promotion of it to staff and students.



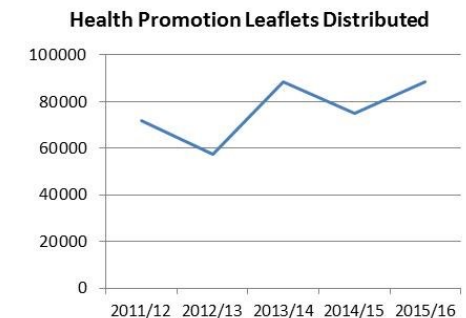
## Website

- Our website remains one of the most popular sites on the BSUH web pages (ranked 10th this year).
- Despite high usage we felt the site could be more user-friendly and began a refresh that will conclude in 2016-17.



## Health Promotion Resources

- Our health promotion leaflet distribution service continues to be extremely well used across Brighton and Hove.
- Archive print journals with low usage were removed from our store to better accommodate the growing leaflet collection.



## Involvement in technology-enhanced learning

### Physical Environment

- PCs were upgraded across our libraries and we moved to Windows 7.
- At MVH Library laptop docking stations were introduced as well as an increase in the number of PCs on the SPFT network.

### Elearning

Our Medical School Librarian took the additional title of “Technology Enhanced Learning Lead” in recognition of her expanded role.

The BSMS team managing the Clinical and Professional Studies Online module (self-directed case-based learning) appointed a developer to re-create the resource as an external website and mobile app. This newly named *Capsule* will be launched to Year 4 and 5 medical students in 2016.

A BSMS Technology-Enhanced Learning Group was launched to oversee developments in this area. Representation from BSUH Education and Knowledge on the group will enhance partnership working in future.

We launched a virtual learning environment, named *iris*, at BSUH. A range of online mandatory training modules is available and staff can also book face-to-face training.

Clinical education on *iris* includes the Foundation Year Doctors programme, Band 5 Nurse Development, pain management and more. By the end of 2015-16 there were approximately 1700 staff using the system.



### KnowledgeShare

- Development continued on our system for managing core library and knowledge service functions.
- The Information Skills Module was launched allowing teams to manage their teaching provision more effectively.
- KnowledgeShare was licensed to twelve new trusts from London, the South West, West Midlands and North West, taking the number of teams using the system to 27.

## Engaging with partners and expanding our role

### Brighton and Sussex University Hospitals

- Our clinical librarians now work within five clinical directorates: Abdominal Surgery and Medicine, Acute Floor, Children’s Services, Musculoskeletal and Women’s Services.
- They also inform trust-wide work, contributing significantly to the Workforce Modernisation project, as well as sitting on the Clinical Policy Steering Group, Product Selection Group and Leadership Faculty.

### Sussex Partnership

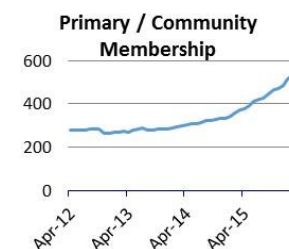
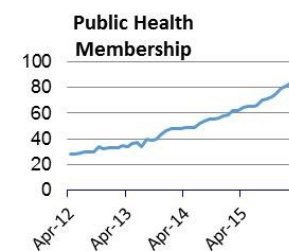
- Our Mental Health Specialist Librarian began engaging with the newly formed Clinical Academic Groups, starting with the CAG for Mood and Anxiety.

### Public Health

- Our new Public Health Specialist Librarian collaborated with librarians from the Brighton & Hove public libraries on health promotion days.
- All new health trainers at Brighton and Hove Council now receive an induction focused on our health promotion resources.
- Our Health Promotion Senior Library Assistant continues to manage the health elements of the Brighton and Hove Information Prescriptions Website ‘My Life’.

### Primary and Community Care

- Our new Primary Care Specialist Librarian worked closely with primary care and CCG staff in Brighton and Hove. She carried out 61 evidence searches for those staff.
- She also ran a reflective writing session for High Weald Lewes and Havens.



**Authors: Jil Fairclough, Amanda Lackey, Ben Skinner, Sharon Springham**

**For further information or data please contact [ben.skinner@bsuh.nhs.uk](mailto:ben.skinner@bsuh.nhs.uk)**

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