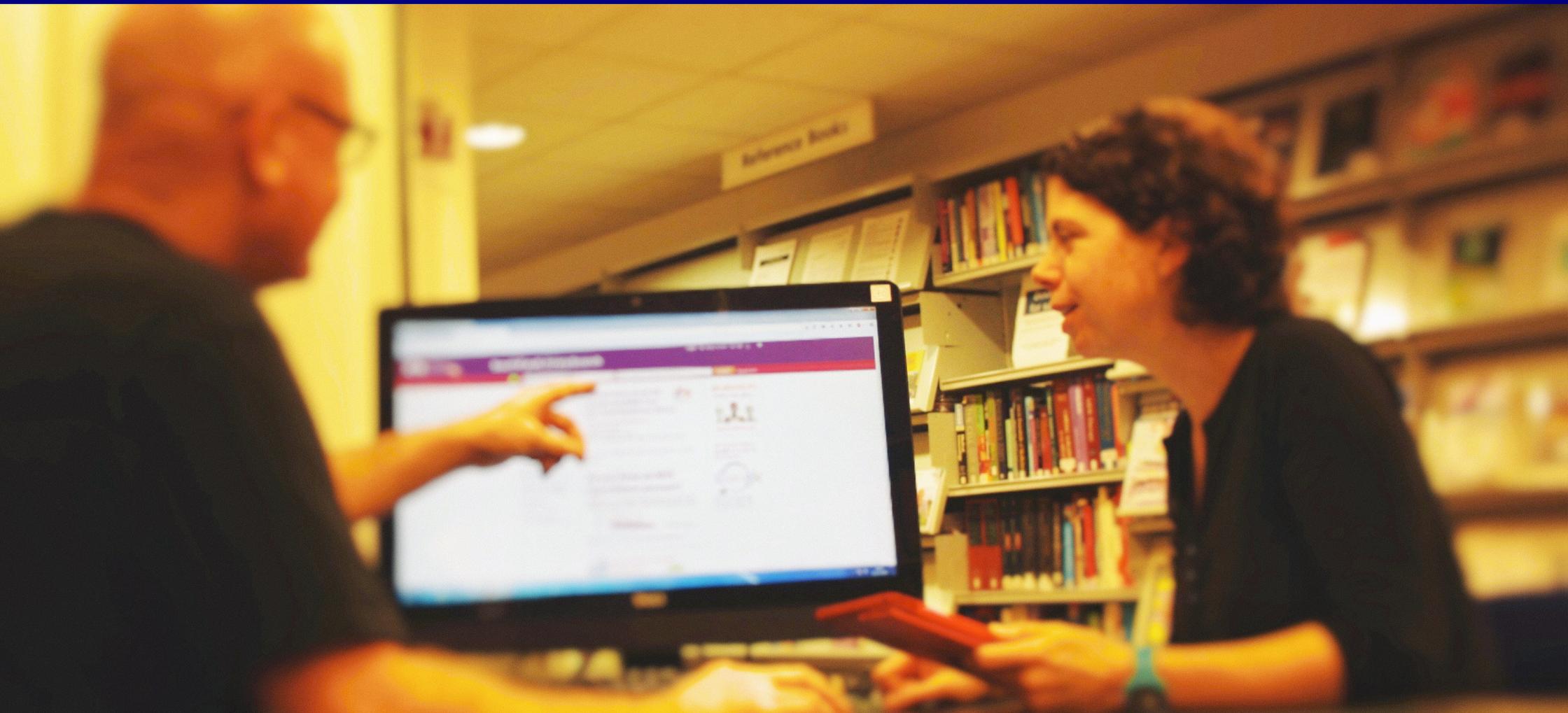


# Brighton and Sussex NHS Library and Knowledge Service

*Informing • Educating • Influencing*



***Annual Report 2017-2018***

***“There are so many clunky systems and disconnected services in the NHS. The Royal Sussex County Hospital Library is an exception to all of this! Your excellent library and the staff that work in it provide me with knowledge, support and advice which enable me to deliver better patient care.”***

- Speech & Language Therapist, Sussex Community

***“The evidence you provided informed our bid for a research grant for £245,000 from the Dunhill Medical Trust, which was awarded. The study will be adopted by the National Institute for Health Research who will provide additional funding for infrastructure costs. The work done by the Library and Knowledge Service was an enormous help in winning this bid. I have also used the information to give speeches in France and Serbia.”***

- Consultant, Elderly Care, Brighton and Sussex University Hospitals

***“I feared there might be precious little information available as my own search had gathered very few articles. You managed so much more.”***

- Health Promotion Practitioner, Brighton & Hove Public Health

# Our aims

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

To provide expertise, tools and techniques to allow colleagues to share and apply knowledge. To facilitate the spread of technology enhanced learning.

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

By achieving these aims 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.



**Brighton and Sussex  
University Hospitals**  
NHS Trust



**Sussex Partnership**  
NHS Foundation Trust



**Sussex Community**  
NHS Foundation Trust



**Brighton and Hove**  
Clinical Commissioning Group



*High Weald Lewes Havens*  
Clinical Commissioning Group



*Horsham and Mid Sussex*  
Clinical Commissioning Group



***“Our trust had a treatment escalation plan for frail elderly patients but no tools to implement it. You provided us with robust evidence that the SPICT tool and Rockwood Scale were of use, which helped generate a process for enabling doctors and nurses to formulate treatment escalation plans.***

***Patients will be more informed about their care and able to make better decisions. They will have opportunities to ask about their care plans and choose how much treatment they want at the end of life. This will lead to a more dignified death rather than being subjected to aggressive medical interventions. Cardiac arrest calls may go down and we anticipate fewer futile ITU admissions. Time spent chasing escalation plans will reduce, freeing up time for doctors.***

***This project has been made a ‘True North’ objective for the Trust and I have presented it to care homes and acute trusts from around the region.***

***If it were not for this evidence search from the Library and Knowledge Service we would have still been at the scoping stage.”***

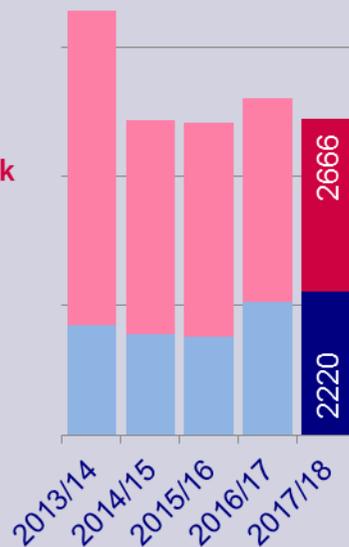
- Critical Care Sister, Brighton and Sussex University Hospitals

# High quality services

## Document Supply

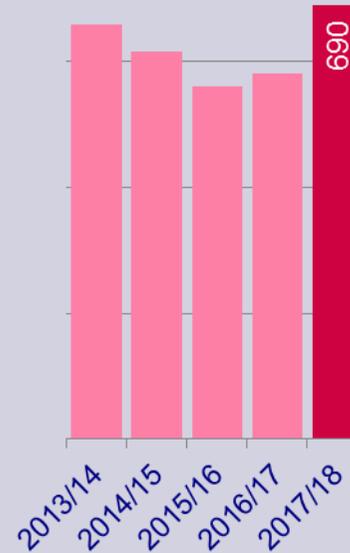
Articles provided rapidly on request from own stock or other libraries

- Articles for our members
- Articles for other libraries



## Evidence Search Requests

In-depth reports on the latest evidence for patient care and service improvement



## Evidence Update Recipients

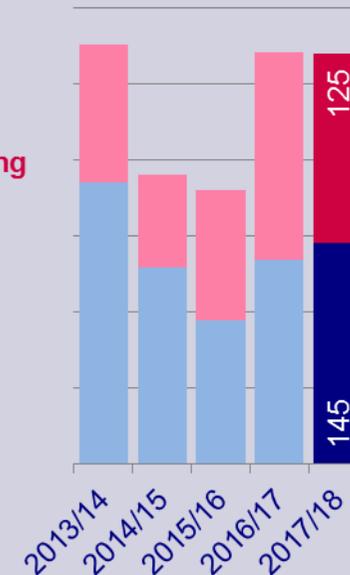
Targeted email updates on new high-level evidence, national publications and local events



## Teaching Sessions

Information skills teaching for staff and students

- Group
- One-to-one



Our learning technologists introduced teaching sessions on flipped learning, active learning and using technology for follow-up of learners.

We contributed to a South East Coast Clinical Senate report on [improving clinical communication between primary and secondary care](#) and were acknowledged in the methodology.

Ten case studies showing the impact of our evidence searches on local decision-making were accepted to the [Health Education England National Repository](#).

Our Public Health and Patient Information Specialist Librarians taught local public librarians how to find quality health information and are reviewing the public library book and leaflet provision.

***“Just wanted to pass on how fantastic I found one of your team members last week. She was incredibly friendly and helpful with organising getting a copy of a specific book for me and in the end she managed to sort it out there and then.”***

- BSMS Student

***“A massive thank you to our Medical School Librarian for taking the time to come up to Falmer and help me out with evidence search techniques, which was really useful and will save me a lot of time (and frustration) over the next few weeks.”***

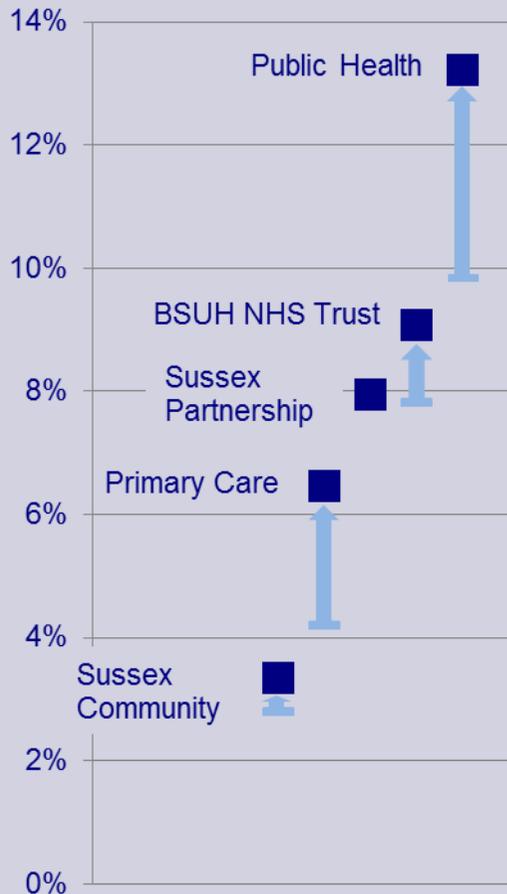
- BSMS Post-graduate Student

***“Thank you very much for one extremely useful session today – I learned more about evidence searches in 2.5 hours than I did from whole research methodology modules!”***

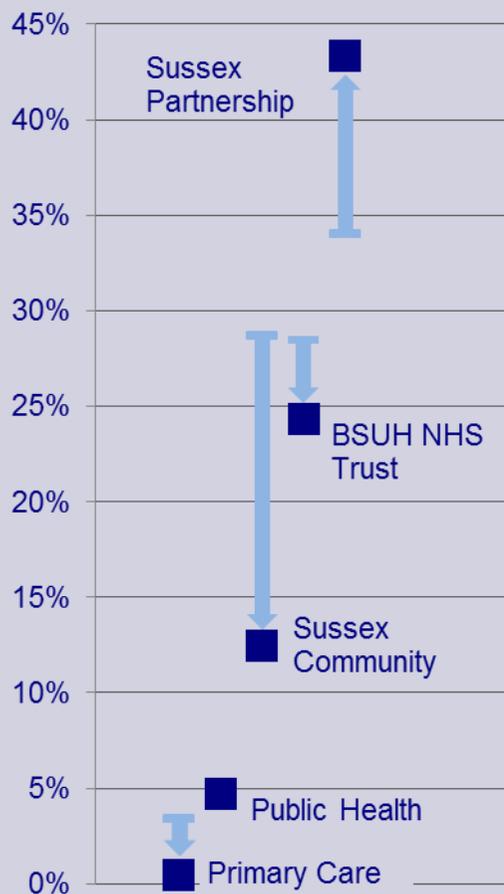
- BSMS Student

# High quality services

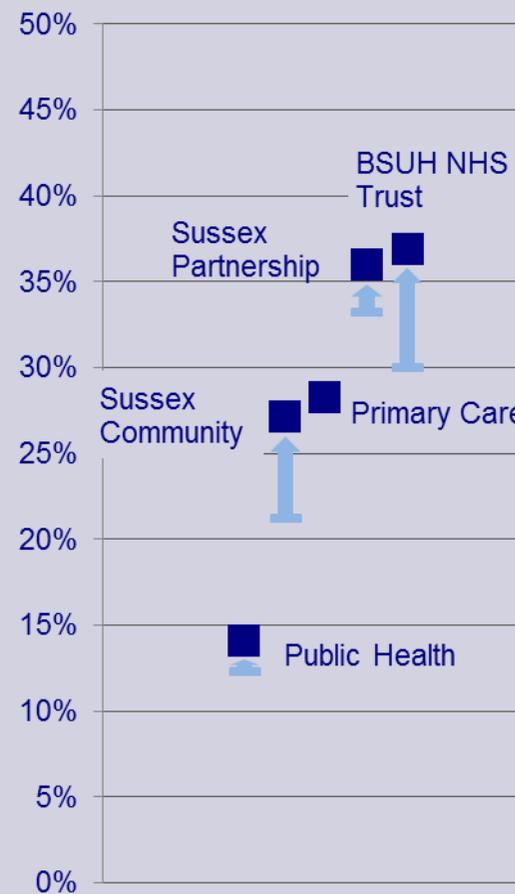
**Evidence search requests as proportion of staff served**



**Teaching attendance as proportion of staff served**



**Evidence update recipients as proportion of staff served**



Our clinical and specialist librarians support:

- Abdominal surgery & medicine
- Children's services (BSUH)
- Clinical academic groups (SPFT)
- Clinical policy group (BSUH)
- ICU, acute and emergency medicine
- Effective Care and Treatment Group (SPFT)
- Primary care
- Product selection group (BSUH)
- Public health
- Trauma and orthopaedics
- Women's services (BSUH)



**93% BSMS student satisfaction with libraries on the National Student Survey.**

**100% compliant with the Health Education England Library Quality Assurance Framework.**

***“The KnowledgeShare evidence updates are really helpful to stay up-to-date with latest policy and research and made me aware of national models for CAMHS services which directly informed a scoping report I produced for the CCG.”***

- Clinical Psychologist, Sussex Partnership

***“The library staff were extremely helpful and went above and beyond the call of duty. Your senior library assistant was polite, knowledgeable and helped me understand the article requisition procedure. I commend you on such a skilled and professional team.”***

- Speech and Language Therapist, Brighton and Sussex University Hospitals

***“I lead a project to up-skill care homes to care for residents with increasingly complex needs. The publication you found, Enhanced care in care homes, described an NHS project seeking to deliver the same outcomes. It described, with concrete examples, how other parts of the country are supporting residents with complex needs. I am now more knowledgeable when speaking to care home managers and will find it easier to commission this work in future.”***

- Project Lead in Adult Social Care, Brighton & Hove Public Health

# The right resources at the right time

## Books

Books loaned or renewed; ebooks accessed

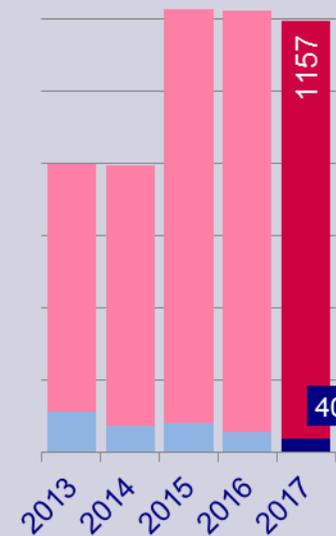
- Print
- Electronic



## Journal Subscriptions

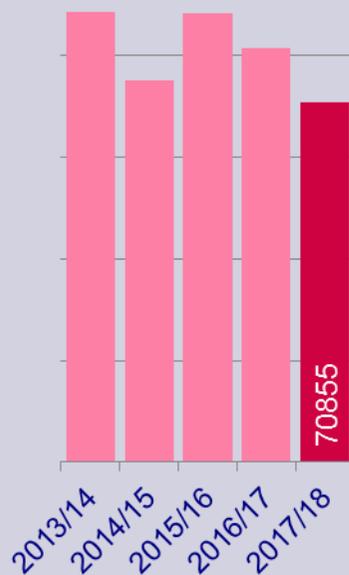
Number of journal titles purchased for local use

- Online
- Print Only



## Health Promotion Leaflets

Leaflets distributed on request to local schools, GP practices, charities, hospital wards, etc.



## OpenAthens logins per staff member

OpenAthens gives access to all of our online resources

- BSUH
- Sx Partnership
- Primary Care (Sussex)



We re-launched our [collection of subject resource lists](#), raising awareness of key books, journals and online resources for each specialty and profession.

A stock-take took place at Mill View Hospital Library to identify and replace missing books.

In the first year of the Patient Information Specialist Librarian role we led on the creation of a series of films to help patients with diabetes understand their care (see page 15).

The Trust purchases the online patient information leaflet database 'EIDO'. Since the Patient Information Specialist Librarian has been in post, the usage has increased from one leaflet download in one month (June 2016) to 509 leaflet downloads in one month (February 2018).

***“I use BMJ Best Practice almost daily to check best practice management regimes for the patients I see and manage in A&E. Last week I used it to compare the efficacy of different treatment regimes for Bell’s Palsy.”***

- Specialist Trainee, Brighton and Sussex University Hospitals

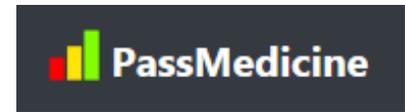
***“The Library IT Technician managed to navigate the different systems to enable me to use the library computers remotely. It seemed quite an achievement!”***

- Speech and Language Therapist, Sussex Community

***“Your review of palpitations in children was extremely helpful. The results were used to draft a national guideline for the condition, will be presented at a conference this year. Locally we audited the paediatric emergency department patients with palpitation and noted that about 10% of them were being referred to the cardiology clinic - where all of them were actually seen to be normal. We are presenting the data and search results at a clinical governance meeting.***

- Consultant, Brighton and Sussex University Hospitals

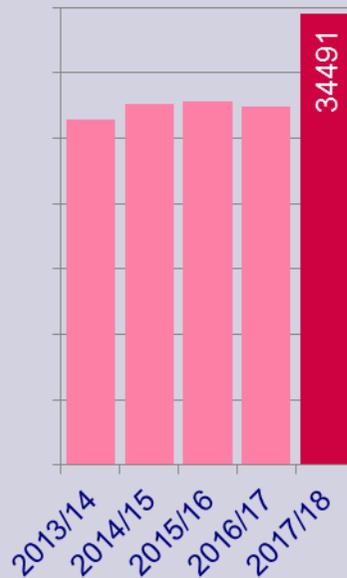
# The right resources at the right time



We surveyed doctors-in-training to see the impact of our online exam preparation resources on their educational experiences. Feedback was strong (see page 11) and we made small adjustments to our provision.

## UpToDate

Pages accessed on the evidence-based resource UpToDate by BSUH staff and students



## Nursing & Midwifery Resources

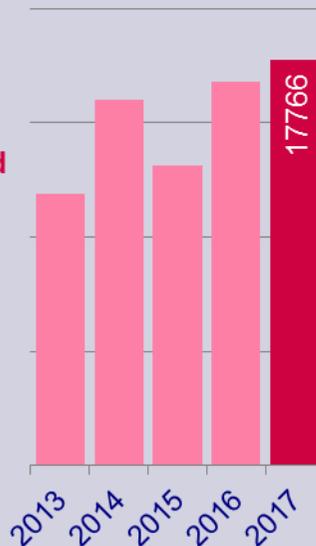
Logins to the Royal Marsden Manual and Clinical Skills by BSUH staff and students

■ Marsden Manual  
■ Clinical Skills



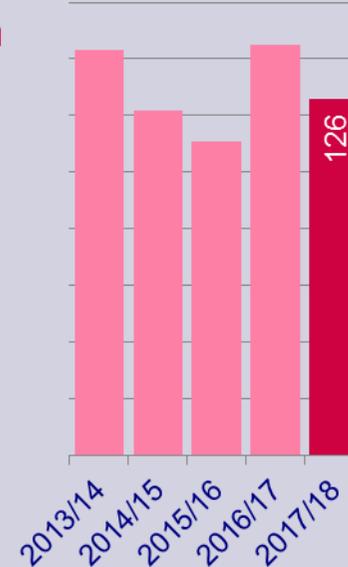
## BMJ Best Practice

Visits to the evidence-based resource BMJ Best Practice by BSUH and NHS Brighton & Hove staff and students



## Exam Preparation Resources

Doctors receiving online exam preparation materials from PassMedicine, BMJ OnExamination and FRECM



Our subscription to ClinicalKey, a large selection of online journals, books, images and patient information leaflets, became available as a mobile application.



UpToDate® Anywhere

We introduced UpToDate Anywhere, which gives access to the popular evidence-based decision-making tool to staff and students on their mobile devices in addition to their desktops.

***“I've qualified thanks to the Library and Knowledge Service; wonderful!!!”***

***“Most helpful resource in passing the exam by far.”***

***“I feel more supported by BSUH to develop my learning. It means I can continue progressing in my career.”***

***“It will be helpful in supervision of core trainees also.”***

***“Allows one to gradually start thinking about the right way of answering MCQ questions well in advance of the exam. Questions were relevant and the answers are informative. I did well on the MCQ part of the paper.”***

***“This saved me a lot of money as I would have had to sign up to one of the sites if I couldn't access it here. It seems it was one of the better sites too.”***

- Responses from survey of online exam preparation resources for doctors-in-training

# Technology enhanced learning and knowledge



Around 3,700 BSUH staff log in each month to iris, our learning environment, and around 50% of all mandatory training course completions are now done as elearning - a significant increase in elearning since its introduction.

Many new courses have been added to iris:

- Essential People Management Skills Training
- Preparing for Retirement
- Workplace Vaccinators Training – IM Injections
- Nursing & Midwifery Education Mentor Support
- Core Medical Trainee Teaching Programme
- i-Procurement User Training
- Apprentices Open Study Sessions
- EG6S Haemostasis Analyser Training
- Venous Thromboembolism - 3yr Update
- Dementia Core Skills: Tier 2 (face-to-face)
- Patient First Improvement System.

A successful bid to Health Education England led to the in-house creation of six new induction videos for doctors-in-training.

The CAPSULE app, which supports Year 5 Clinical and Professional Studies continues to be embedded into teaching and has now rolled out to Year 4.

Smartdrug, our case-based formulary, moved to a new platform and we expanded the question bank and feedback availability to improve student outcomes.

We created an action plan following our digital literacies survey and we have been working on training staff in the use of technology in education, access to materials and promotion of our resources.

We developed a range of anatomy online quizzes to support the continued growth of the school.

KnowledgeShare, which manages our evidence searches, teaching and evidence updates was licenced by BSUH to 29 new trusts, taking the total to 75.

We answer 35 support requests per month.

- |                              |                                       |
|------------------------------|---------------------------------------|
| 2gether                      | North Middlesex                       |
| Barnet, Enfield and Haringey | Northumbria                           |
| Basildon                     | Nottinghamshire                       |
| Chesterfield                 | Princess Alexandra                    |
| Colchester                   | Robert Jones & Agnes Hunt Orthopaedic |
| Derby                        | Royal Berkshire                       |
| East Lancashire              | Salisbury                             |
| Epsom and St Helier          | Southampton                           |
| Great Western                | Southend                              |
| Hampshire                    | Taunton and Somerset                  |
| Hertfordshire Partnership    | University Hospital Bristol           |
| Lancashire Care              | University Hospitals of Leicester     |
| Lewisham & Greenwich         | Wirral                                |
| Mid Essex                    | York                                  |
| Milton Keynes                |                                       |

***“To enhance the chance of a committee paper being approved I asked for research on the percentage of patients who choose a cheaper drug, if given the choice. I used the statistics you found and as a result the paper was approved . It will release substantial savings which can be used to reinvest in the service.”***

- Clinical Commissioning Support Manager, Brighton & Hove CCG

***“I needed to identify the life course of people who die by suicide locally in order to foster an STP-level dialogue between geographical areas. You sent evidence of national rates and a demographic breakdown that enabled me to argue for research into the question. The information will strengthen the argument to get more suicide and mental health awareness training in more places.”***

- Patient Lead for Clinical Strategy, Sussex Partnership

***“The evidence search I requested informed a review of an early years oral health programme and how it could be improved in the future. Your discovery of the impact of a national communications programme informed collaborative work to promote dentists’ efforts to see children by the age of one and to improve local information given to parents regarding child oral health.”***

- Public Health Practitioner, East Sussex County Council

# Our team

Vacancies allowed us to recruit a new Medical School Librarian and Technology Enhanced Learning Lead for BSMS, a new Primary Care Specialist Librarian and a new Assistant Librarian for Princess Royal Hospital Library.



**Kevin Burgoyne**  
*Primary Care Specialist Librarian*



**Nicola Salliss**  
*Assistant Librarian (PRH)*



**Lisa McLaren**  
*Medical School Librarian and TEL Lead*



**Sam Sharman**  
*Heritage Officer*

**With fixed-term lottery funding we created the role of Heritage Officer.**

**This post will help BSUH to preserve and promote the history and heritage of the Royal Sussex County Hospital during its redevelopment.**

## Other Staff Changes

Nicola Walters took over the role of Learning Technologist to work on the virtual learning environment for BSUH.

Following the internal appointment of our new Primary Care Specialist Librarian we seconded Cecelia Schwartzman into the role of Assistant Librarian (RSCH) and Carrie Anne into the role of Senior Library Assistant (MVH).



Diversity in Practice:  
Integrating, Inspiring and Innovative

Members of the team presented at the following conferences:

- European Association for Health Information and Libraries on how our evidence search reports compare with members' expectations
- International Clinical Librarians on productivity tools
- Association for Study of Medical Education Conference on TEL in medical education

Our clinical and specialist librarians were acknowledged or listed as co-author in eight published papers, including in *Bone and Joint Journal*, *Journal of Shoulder and Elbow Surgery*, *Archives of Disease in Childhood (Fetal and Neonatal Edition)* and *Pain Management*.

***“The Patient Information Specialist Librarian has helped develop and driven a novel project to develop patient information videos for patients being treated for thyroid disease.***

***She has been brought experience and expertise in providing medical information that is clear and accessible to patients. She researched similar video material being used in other trusts, developed ‘in house’ guidelines for patient information videos, and delivered her recommendations to the group.***

***She helped us to outline the focus of the project and agree a timeline. She then reviewed our scripts and provided sensible advice about the content, liaising with other consultants to ensure scripts were edited appropriately.***

***We’re now reaching the final stage of the project, and she is liaising with the Clinical Media Centre to record the videos prior to editing.”***

- Consultant Endocrinologist, Brighton and Sussex University Hospitals

**For further information or data please contact**

**ben.skinner@bsuh.nhs.uk**

**Published by Brighton and Sussex NHS Library and Knowledge Service**

**30 July 2018**

## ***Informing • Educating • Influencing***

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Haywards Heath RH16 4EX  
01444 441881 x5463**

**Sussex Education Centre  
Mill View Hospital  
Nevill Avenue  
Hove BN3 7HZ  
01273 621984 x202587**

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

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