

# Brighton and Sussex NHS Library and Knowledge Service

*Informing • Educating • Influencing*



***Annual Report 2018-2019***

***“The Library and Knowledge Service team have been welcoming and helpful on every single occasion and provide exceptional support for searches and information. This kind of help improves patient care without often being seen or recognised.”***

- Nomination of the Library and Knowledge Service for a BSUH Star Award

***“I believe that our trust's Library and Knowledge Service and all of its workers are the jewels of our crown.”***

- Clinical Fellow, Brighton and Sussex University Hospitals

***“You have been invaluable as a source of research papers and I have been able to sign-post my colleagues here to your resources. The Library and Knowledge Service is a fantastic resource for the Trust and I hope you are recognised for this. Please treat my email as a huge plaudit to your department.”***

- Neuro-Rehabilitation Dietitian, Brighton and Sussex University Hospitals

# 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



***“The ‘Pink Drink’ is a dye given to patients with a possible malignant brain tumour prior to surgery. It is a new approach and the preoperative management and postoperative care require careful planning.***

***Communication is important to everyone and I wanted to produce an informative leaflet to explain the approach to patients, but where should I start?***

***Starting something new when you have no experience is daunting, especially knowing that your work will be read by the people that access your service. The information needs to be honest, reliable, evidence-based and readable. Challenging? It doesn’t need to be! Talk to the Library and Knowledge Service.***

***With your ideas as a starting point they will do the research for you, write a draft and offer suggestions. It doesn’t matter how basic your ideas are, they will help you produce a professional piece of work. It is so easy you’ll wonder why you haven’t done this before. The ‘Pink Drink’ leaflet was produced in a matter of weeks having gone through several drafts. It is now available throughout the Trust.”***

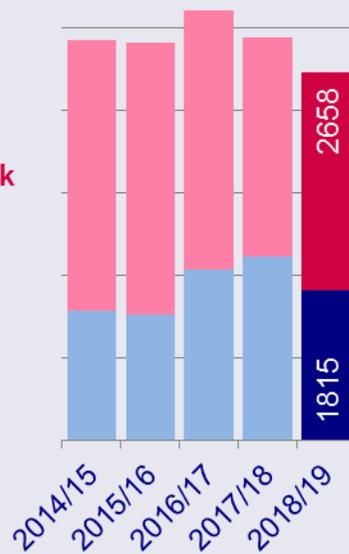
- Clinical Nurse Specialist, Brighton and Sussex University Hospitals

# 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

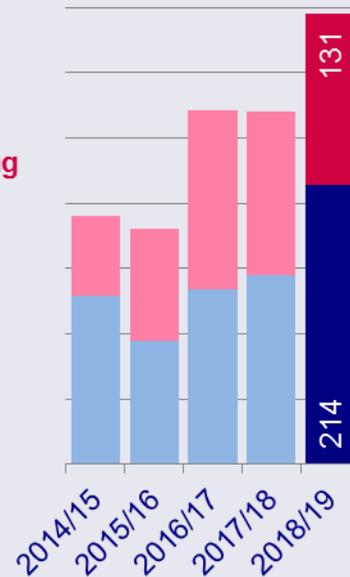
Targeted email updates on new high-level evidence, national publications and local events



## Teaching Sessions

Information skills teaching for staff and students

- Group
- One-to-one



All of our teaching staff peer review each other's teaching annually. This year we facilitated multiprofessional sessions on peer review for other educators to help improve teaching quality across BSUH.

We introduced a new teaching session on Study Skills for staff who are returning to study after a break, and this proved extremely popular.

Our document supply team began measuring the time it takes them to deliver requests:

**67%** of article requests are supplied the same day

**86%** are supplied by the next working day

**80%** of book requests are supplied within the week

***“We were bidding for European research funding to investigate sexual health in the over-50s. Your evidence reviews were in-depth and wide-ranging. They were praised by the Health and Europe Centre and I am certain they had a major part to play in us being funded.”***

- Commissioner, East Sussex Public Health

***“When updating our policy on dysphagia we needed the latest evidence on modified barium swallow and videoflouroscopy. Your evidence confirmed that our policy remains in-line with research. It made me more confident and saved me a huge amount of time.”***

- Speech and Language Therapist, Sussex Community

***“A woman was admitted who had killed her child during a psychotic episode and we were working on family reunification. You provided evidence on the likelihood of reoccurrence of the behaviour and the role of the extended family as a protective factor.***

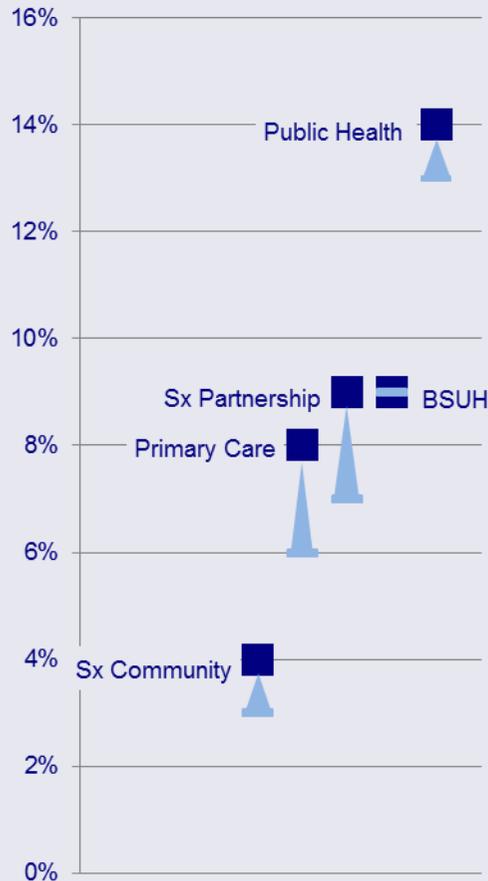
***The information helped challenge agencies that had less understanding of the situation and informed reports to child protection meetings and family court.”***

- Clinical Psychologist, Sussex Partnership

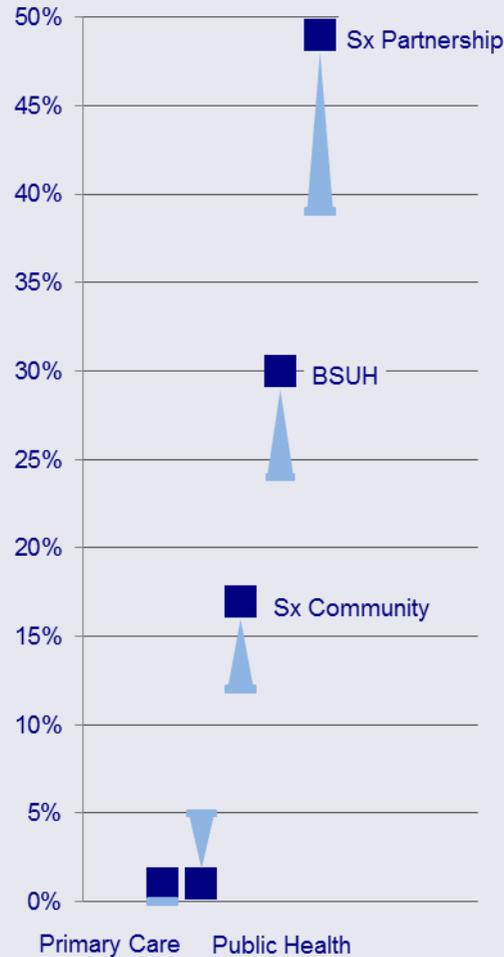
# High quality services

Proportion of staff served

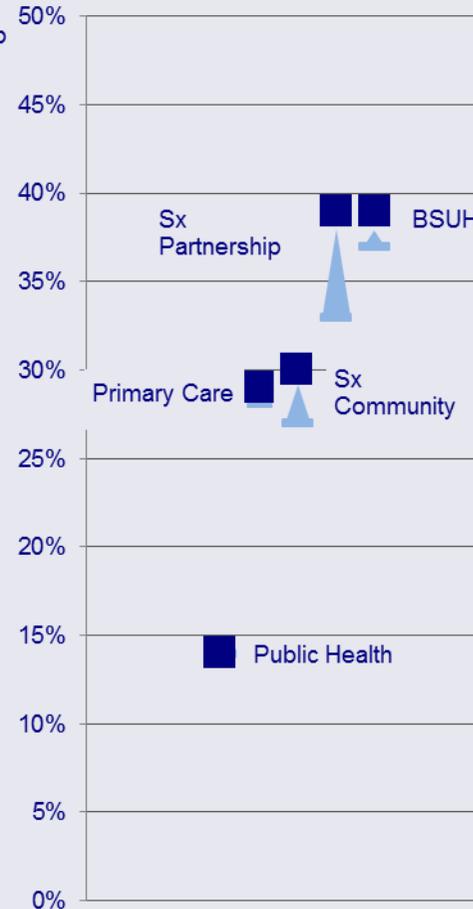
### Evidence search requests



### Teaching attendance



### Evidence update recipients



Our clinical and specialist librarians support:

- Carer & Patient Information Group
- Children's Services (BSUH)
- Clinical Academic Groups (SPFT)
- Clinical Policy Group (BSUH)
- Effective Care and Treatment Group (SPFT)
- General Surgery and Digestive Diseases
- ICU, Acute and Emergency Medicine
- Product Selection Group (BSUH)
- Public Health
- Trauma and Orthopaedics
- Women's Services (BSUH)
- Urology



**97%** BSMS student satisfaction with libraries on the National Student Survey (July 2018)

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

***“I must say KnowledgeShare is a brilliant service. I read the evidence updates briefly on the way to the train station. It is a great way to ensure continuing professional development.”***

- Consultant, Brighton and Sussex University Hospitals

***“Previously I lacked confidence as I was new to literature reviewing. After your teaching sessions I have a sense of direction, motivation and understanding of the step-by-step process in finding literature relevant to my research topic.”***

- Student Nurse, Sussex Partnership

***“Many thanks for the session on Endnote today. I was shown this at the start of my PhD, but never grasped anything at the time. Your instruction was clear and the hand-out was practical. I feel I have learnt it now.”***

- Consultant, Brighton and Sussex University Hospitals

***“I am amazed at how quick and efficient you have been. I’m very grateful to you all for your assistance in helping me obtain these papers!”***

- Anon., Brighton and Sussex University Hospitals

# The right resources at the right time

## Books

Books loaned or renewed; ebooks accessed

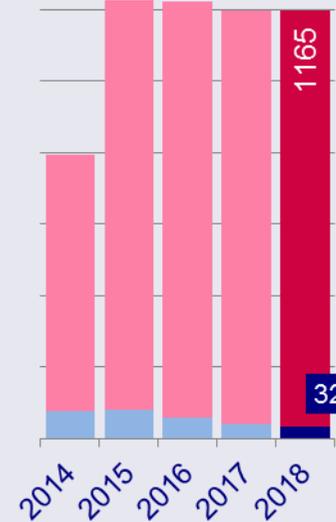
- Print
- Electronic



## Journal Subscriptions

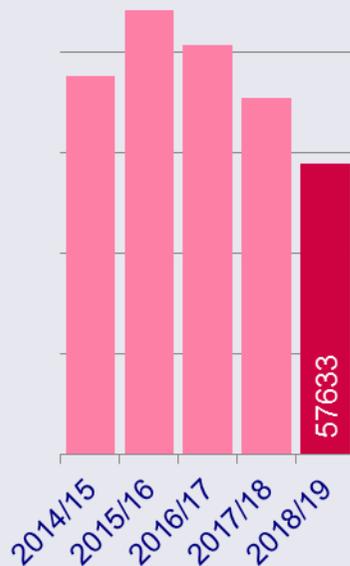
Number of journal titles purchased for local use

- 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)



Our health promotion leaflet service saw a small decrease in funding, which led to a drop in the number of leaflets offered. In 2019/20 we will assess satisfaction of those who order leaflets.

Our Public Health Specialist Librarian liaised with council staff and public librarians to arrange for health promotion messages to be displayed in public libraries across Brighton & Hove.

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

Our Heritage Officer worked across BSUH to identify and gather items of historical interest, such as a 19th century post-mortem set and a matron's diary. We also began gathering oral histories.

Our shared history will be displayed in the new hospital, with a conference and exhibition to be launched in late 2019.

***“In our practice B12 was being tested for all diabetics. We didn't know if it should be and, if levels were low, what we should do. I had contacted consultant colleagues with little help. Your evidence search showed that we should continue to test.***

***I then requested information on how to replace B12 and received an article on oral versus injected B12 that allowed us to stop injecting everyone with low levels. I have checked blood results and for those with slightly low results oral supplementation is enough.***

***This has saved money on prescriptions, injections, nursing time and is better for patients. It is a fantastic service!!”***

- General Practitioner, NHS Horsham and Mid Sussex

***“I received publications about outpatient service reconfiguration that were directly relevant, and was reassured that they captured the issue. It would have taken me a decent amount of time to gather this quality of information - instead I could focus on the output, not the process. By saving us time you saved the department money.***

***The information changed my understanding and that of my colleagues. Often it is only when you look at the detail that you see the true picture. The results were shared with the senior management team who will reference them in discussion with the executive board.”***

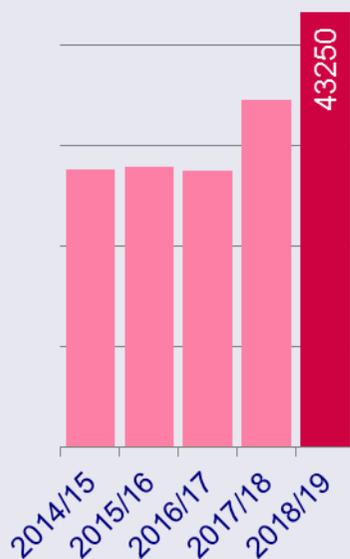
- Associate Director, Brighton and Sussex University Hospitals

# The right resources at the right time



## UpToDate

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



## Nursing & Midwifery Resources

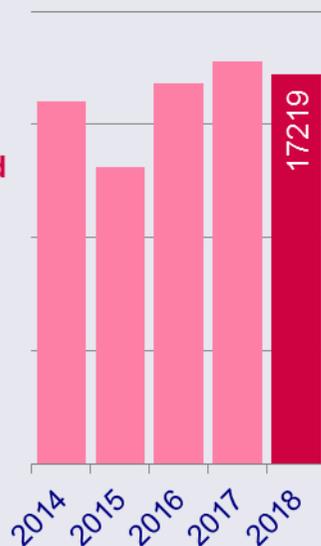
Logins to the Royal Marsden Manual and Clinical Skills by BSUH staff and students

- 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



Visual DX is a differential diagnosis tool with a huge image library that allows clinicians to see the visual presentation of illnesses and confirm diagnoses. We were the first trust to introduce it in the UK.



We renewed the BSUH licence to EIDO Inform and EIDO Translate, a collection of online patient information leaflets (including non-English languages) that supports informed consent.

***“Our team aims to reduce inappropriate prescribing of psychotropic medications in dementia by promoting bio-psycho-social alternatives. We were speaking at the UK Dementia Conference and needed to be confident of our evidence base.***

***We were already up-to-date with NICE guidelines and other literature due to the regular updates I receive from KnowledgeShare. This is a really efficient way of keeping up-to-date, which is an important part of the NMC Code of Practice.***

***The additional research you found informed our presentation, which promoted lively debate. We hope that this will encourage others to reflect on their practice, making changes where necessary.”***

- Staff Nurse, Sussex Partnership

***“We had a patient with a rare disease that we were unable to diagnose. The articles you provided contained genetic test options and guided us on how to proceed. They helped me explain the situation to the parents and make a plan for finding a diagnosis.”***

- Consultant, Brighton and Sussex University Hospitals

# Technology Enhanced Learning



October 2018 saw record numbers of BSUH staff accessing iris, our learning management system, with over 7000 staff logging in during the month. This year we oversaw a successful transfer to a new supplier for iris, to a company that is more experienced in working with NHS organisations.

The online induction for doctors-in-training was migrated into iris. This will familiarise doctors with the system and make it easier to track their training attendance through their time in the Trust

We successfully bid for funding to create five additional induction videos for doctors-in-training, taking the total to twelve.

We also introduced the mobile polling tool PollEverywhere to help educators at BSUH to make their teaching more interactive.

The CAPSULE app, which was created by our BSMS TEL team to support Clinical and Professional Studies, is now being licenced to other medical schools across the UK.

The new SmartDrug platform has gone live to Year 3 and Year 4 students. The platform helps students learn about drugs and prepares them for their Prescribing Exam.

Our BSMS TEL team also created 360° videos to support communications and marketing, a new clinical skills video following a simulated patient through a theatre journey and a virtual tour of the anatomy laboratory that was particularly popular [<https://tools.brighton.ac.uk/medical-school/VRTour/index.html>]

***“The Nursing, Midwifery and AHP Research Group is promoting non-medical research in the Trust. In order to take this forward we think investment in research infrastructure is required. The evidence you provided helped to understand what other trusts have done, giving specific examples of research roles. It has informed our Research Strategy and Nursing Board paper.”***

- Nurse Consultant, Brighton and Sussex University Hospitals

***“Your health promotional items were a hit at our cancer awareness sessions for people with learning disabilities. The models focused their attention and prompted questions, making the sessions fun and interactive. The residents learnt about sun safety, the importance of regular cancer screening and how to eat better to stay healthy. Your research, suggestions and health promotion materials were a key factor in making these sessions so successful”.***

- Project Co-ordinator, Albion in the Community

***“You provided the latest evidence on hormonal contraception in patients with BRCA mutation, which can cause breast or ovarian cancer. This was invaluable as it informed the decision-making of a number of BRCA-positive women who attended a session I ran. The evidence allowed me to give clinically correct information to these complex patients which, without it, I could not have done.”***

- Consultant, Brighton and Sussex University Hospitals

# Knowledge Management and Patient Education



Working with the BSUH Clinical Policies and Guidelines Group we have begun a project to identify all clinical guidelines and pathways in use across the Trust.

We aim to introduce a more robust governance process to ensure that all guidelines being used for clinical care are:

- Up-to-date
- Evidence-based
- Approved by appropriate colleagues
- Available through a single mobile-friendly portal, the MicroGuide.

Our Patient Information Specialist Librarian post was judged to be one of the top ten most innovative developments in health libraries by Health Education England.

The Library and Knowledge Service was given formal responsibility for patient education at BSUH and now leads the Carer and Patient Information Group (CPIG).

We have worked on hundreds of patient education leaflets during the year and enabled the creation of patient education videos in Endocrinology and podcasts for Neurology.

KnowledgeShare, which manages our evidence searches, teaching and evidence updates was licenced by BSUH to 15 new trusts, taking the total to 90.

Abertawe Bro Morgannwg	North West Ambulance Service
Bedford	Northumbria
East Lancashire	Portsmouth
East Suffolk and North Essex	Sandwell and West Birmingham
Hywel Dda	Taunton and Somerset
Luton and Dunstable	Tees, Esk and Wear Valleys
NHS RightCare	University Hospitals Birmingham
Norfolk and Norwich	

Significant work took place to make KnowledgeShare GDPR-compliant and avoid email spoofing.

We answer 85 support requests per month.

***“I wanted to start Methotrexate for a patient with rheumatoid arthritis who had been treated for colon cancer in the previous year. I needed information on how the drug might impact on the risk of cancer relapse.***

***The evidence you found confirmed Methotrexate should be safe and based on this we initiated treatment. There have been no adverse effects and the prognosis has improved. Your service is really useful to clinicians dealing with this sort of query.”***

- Consultant, Brighton and Sussex University Hospitals

***“A high number of patients were receiving antibiotics after adenoidectomy and tonsillectomy when there is no evidence of any benefit.***

***You provided systematic reviews showing the evidence that will lead to a reduction of the use of antibiotics post-procedure. This will result in a financial saving, fewer side-effects and a reduction in antimicrobial resistance.”***

- Pharmacist, Brighton and Sussex University Hospitals

# Our team

Vacancies allowed us to recruit a new Clinical Librarian, a new Senior Learning Technologist for BSUH and a Senior Library Assistant for Mill View Hospital Library.



Kevin Burgoyne  
Clinical Librarian



Iain O'Neill  
Senior Learning Technologist (BSUH)



Don Lickley  
Senior Library Assistant (MVH Library)

## Other Staff Changes

Tim Vincent was promoted to the role of Senior Learning Technologist (BSMS) and Nicola Walters took on a newly created 3rd BSMS Learning Technologist post.

Our clinical librarian Igor Brbre won Star of the Month at BSUH



## Our publications

Members of our team co-authored papers in: *Journal of the American Geriatric Society*, *Annals of the Royal College of Surgeons of England*, *Bone and Joint Journal*, and *Information Professional*.

Our work was acknowledged in papers published in: *British Journal of Radiology*, *British Journal of Hospital Medicine*, *HIV Medicine*, *Journal of Perioperative Practice* and *JPRAS Open*.



Ysbrydoledig • Cynnwys • Hysbysu  
**EAHIL 2018**  
Caerdydd • Cardiff  
Inspiring • Involving • Informing

Members of the team presented at the following conferences:

- Association for Medical Education in Europe
- Association for the Study of Medical Education
- CILIP Health Libraries Group on social media, collaborative tools and peer review of searching
- European Association for Health Information and Libraries on professional failure
- European Conference of Health Workforce Education & Research on peer review of teaching
- M25 Consortium of Academic Libraries.
- Swiss Medical Librarians National Gathering on clinical librarianship
- University of Brighton Learning and Teaching Conference



International Network for Health Workforce Education

**For further information or data please contact**

**ben.skinner@nhs.net**

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## ***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 621984 x202587**

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

**@BrightonSx\_LKS**

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