

# Brighton and Sussex NHS Library and Knowledge Service

*Informing • Educating • Influencing*



***Annual Report 2019-2020***

***“This teaching was amazing. I feel as if the world of evidence has opened up to me like a gateway; I’m so much happier and more confident. I now understand how to find evidence on the subjects I need to know about in my daily practice.”***

- Midwife, Brighton and Sussex University Hospitals

***“Our newborn patient had subcutaneous fat necrosis, a very rare diagnosis that few of our colleagues had seen in their working lives, especially to this extent. The evidence report you provided improved our knowledge and enabled us to successfully manage the child’s condition.”***

- Consultant Neonatologist, Brighton and Sussex University Hospitals

***“We were investigating how to improve flow in and out of beds and theatres as part of an efficiency programme. I had run a quick Google search but to no avail. You provided a range of case studies from other hospitals and these have been shared among the project team in order to shape our service design.”***

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



East Sussex  
Clinical Commissioning Group



West Sussex  
Clinical Commissioning Group



***“You provided journal articles to inform teaching students on transgender issues. Disseminating this information to student nurses will improve quality of care for transgender patients now and in the future.”***

- Practice Educator, Brighton and Sussex University Hospitals

***“A patient presented with a painful shoulder replacement. The humeral head looked too big but your evidence report showed that it wasn’t significant and saved an unnecessary surgical intervention.***

***Following this I wanted to know more about the complications of shoulder replacement and you provided two further search reports on overstuffing.***

***In future we will know how to treat overstuffed shoulders and avoid operation. I will publish a paper on the subject and use this as an exercise in teaching.”***

- Consultant in Trauma and Orthopaedics, Brighton and Sussex University Hospitals

***“Wow, this journal article provision was so speedy, thank you!”***

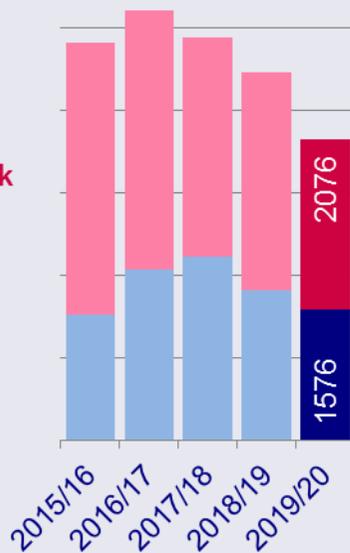
- Sister, Brighton and Sussex University Hospitals

# High quality services

## Document Supply

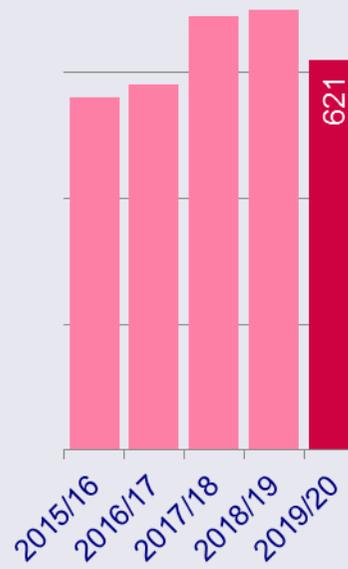
Articles provided rapidly on request from own stock or other libraries

- 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

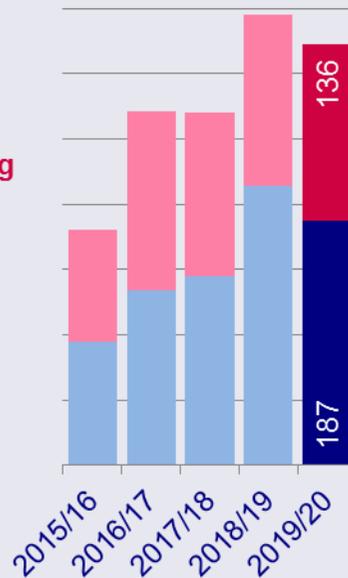
Targeted email updates on new high-level evidence, national publications and local events



## Teaching Sessions

Information skills teaching for staff and students

- Group
- One-to-one



We introduced a range of Technology Enhanced Learning overviews and workshops on teaching tools. These ranged from creating podcasts and videos to improving course material on *iris*.

More *Preparing for study* sessions were delivered for new students across local NHS Trusts, including a session for the first candidates on the newly introduced Clinical Academic Programme to BSUH.

We also introduced:

- Facilitating journal clubs
- Intro to reflective writing
- Understanding the evidence (bite-size sessions)

***“Smarter searching for information provided me with research faster than I would have otherwise taken, giving me more time for other work and making me more confident about the relevance and currency of the information I gathered.”***

- Programme Manager, Brighton and Hove City Council

***“I gained an understanding of the validity and reliability of studies and will use these skills to evaluate clinical evidence and apply it to patient care. Your teaching has enhanced my ability to present research findings to patients and staff in a more friendly and easy-to-understand way.”***

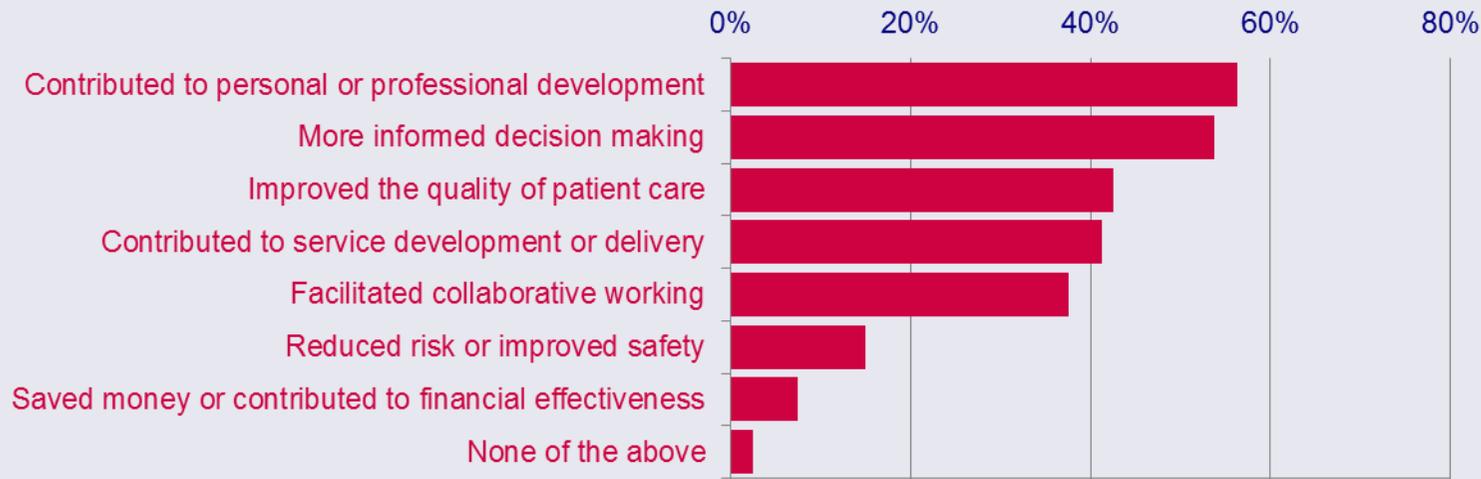
- Staff Nurse, Brighton and Sussex University Hospitals

***“We need to maintain an evidence-base for our innovative service model, embedding psychological skills into the diabetes multidisciplinary team.***

***You provided papers on integrating psychological care into physical care services, and are ensuring that these papers are regularly updated. This will inform future planning and promote the value of the psychological workforce.”***

# High quality services

## Impact of evidence search reports on patients and staff



## Impact of information skills teaching on staff and students



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

**94%** BSMS student satisfaction with libraries on the National Student Survey (July 2019)



Our document supply team achieved its aims for delivering articles and books:

**70%** of article requests are supplied the same day

**91%** are supplied by the next working day

**75%** of book requests are supplied within the week

***“This teaching was brilliant for me as I am undertaking a critical review of my service so everything in the session was highly relevant. The delivery was tailored to my needs, with an excellent level of knowledge on the subject.”***

- Clinical Psychologist, Sussex Partnership

***“The evidence I received from the Library and Knowledge Service informed the Trust’s nasogastric policy, leading it to be changed due to new evidence for amending the pH check to minimise feeds being misplaced into the lungs.”***

- Matron, Brighton and Sussex University Hospitals

***“I was asked to write a summary for the Joint Strategic Needs Assessment about the mental wellbeing of children and young people.***

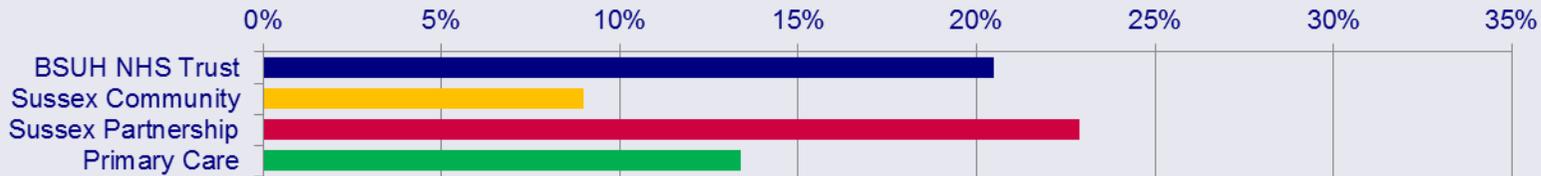
***Your comprehensive review of the evidence enabled me to include risk factors for mental ill health and the assessment of mental wellbeing. This has contributed to the Mental Health Promotion Strategy being developed by a consultant public health colleague.”***

# High quality services



**Brighton and Sussex University Hospitals**  
NHS Trust

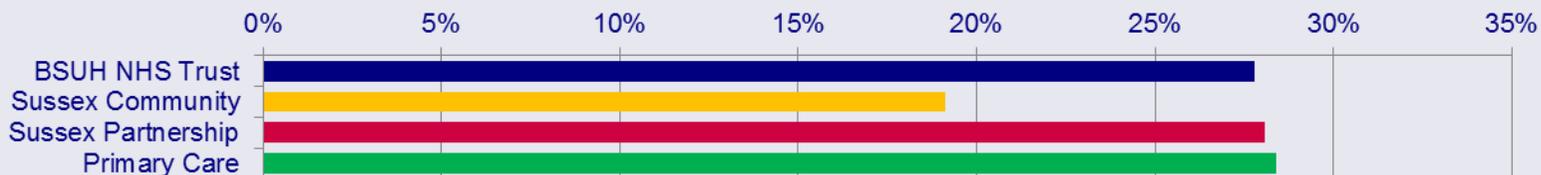
## Document supply requests as proportion of staff served



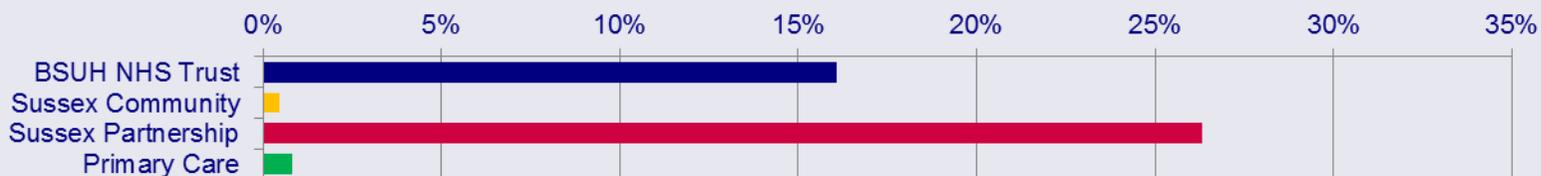
## Evidence search requests as proportion of staff served



## Evidence update recipients as proportion of staff served



## Teaching attendance as proportion of staff served



Our clinical librarians at Brighton and Sussex University Hospitals work with:

- Children's and Women's Services
- General Surgery and Digestive Diseases
- Acute, ICU and Emergency Medicine
- Trauma and Orthopaedics
- Urology



**Sussex Partnership**  
NHS Foundation Trust

Our specialist librarians at Sussex Partnership work with:

- Clinical Academic Groups
- Effective Care and Treatment Group

A five-year strategy written by the four Sussex library and knowledge service managers was approved by the Chief Medical Officer and Chief Knowledge Officer at SPFT.

***“Vitamin B<sub>12</sub> was being tested on all diabetics in maternity. We didn't know if it should be or - if levels were low - what we should do. I had asked the Diabetes and Haematology departments but hadn't found any answers.***

***Your evidence report indicated that we should test all diabetics and allowed us to advise oral supplements for replacement of B<sub>12</sub> rather than injections for all patients.***

***I have checked results subsequently and, for those with slightly low results, over-the-counter supplements are enough.***

***This saved money on prescriptions and nursing time and is better for patients.”***

**- Consultant Obstetrician, Brighton and Sussex University Hospitals**

***“We were reviewing our upper gastro-surgery pathway in order to optimise nutrition and requested a review of the latest evidence.***

***You provided a summary of international guidance and systematic reviews that assisted us in updating the care pathway and highlighted an area that requires further research.***

***As a result we have enrolled in a multi-site trial on the effectiveness of feeding patients via surgical jejunostomy tubes postoperatively.”***

# Guideline Management and Patient Education



Our Specialist Librarian for Quality and Safety manages Microguide, the BSUH repository for clinical pathways. He has been heavily involved in managing new COVID-19 pathways.

We have begun work on a database of content to enable governance, dissemination, and to ensure that local guidance is approved, accessible, evidence-based and up-to-date.

Our Quality and Safety Librarian also works with the:

- Clinical Policies and Guidelines Group
- Medicines Governance Group
- Mortality Review Group
- Leadership and GP Local Faculty Groups.
- Product Selection Review Group
- Ways of Working (WoW)

Our patient information specialist librarian worked on 130 patient education leaflets produced by BSUH staff.

In addition we:

- Supported the Sussex Hep C network with patient comms
- Updated the Learning Disabilities webpage
- Helped create podcasts for the Eye Hospital
- Enabled a perinatal positivity film to be shown at PRH
- Reviewed the Trust-wide discharge booklet
- Advised Medicines Information on social media engagement
- Helped run a mental health drop-in day for Health Information Week at Brighton's Jubilee Library.

We are working with IT to integrate patient education into the planned Patient Knows Best information portal. We are also working to ensure that the Trust meets new accessibility legislation for patient leaflets.

***“Fantastic teaching! A very engaging speaker – could have been a dry topic but made very interesting. This session was really helpful.”***

- Postgraduate Medical Student, Brighton and Sussex Medical School

***“We are developing a public education video on road safety to promote mindful driving in young drivers, encouraging full engagement with the road.***

***You provided background on what has been done previously, along with further contacts who I then followed up. I have also forwarded your evidence reports to colleagues working on active travel, transport planning, and air quality.”***

- Road Safety Officer, Brighton and Hove City Council

***“I belong to the RCUK Advanced Resuscitation of the Newborn Infant group that delivers a national course in advanced neonatal resuscitation. I am reviewing a chapter on communication with families and you found articles that will inform the revised course manual. It will be read by medical and nursing staff who care for premature and sick infants and will influence the care they provide.”***

# The right resources at the right time

## Books

Books loaned or renewed; ebooks accessed

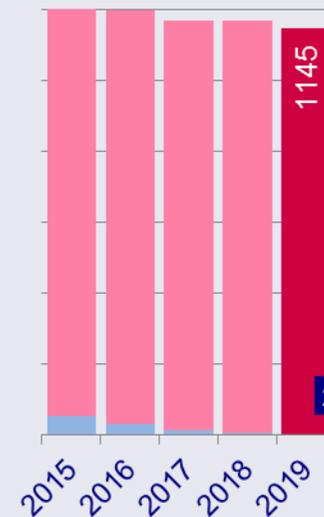
- Print
- Electronic



## Journal Subscriptions

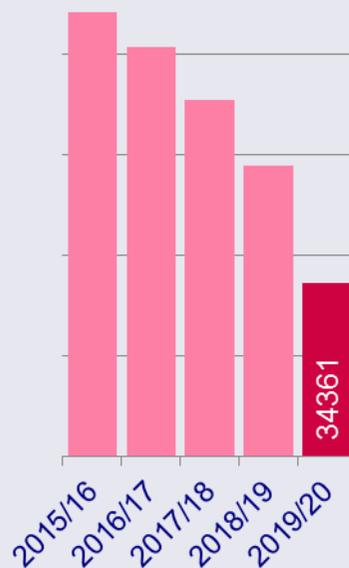
Number of journal titles purchased for local use

- Online
- Print Only



## Health Promotion Leaflets

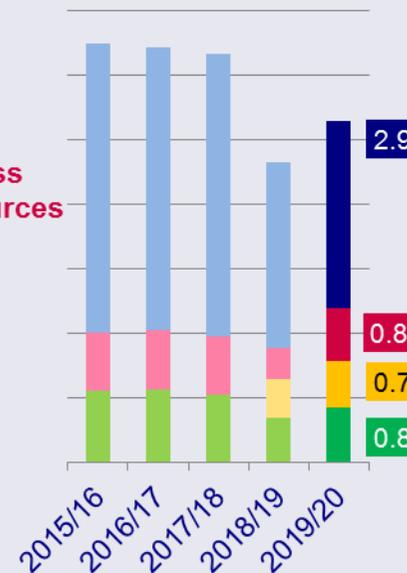
Leaflets distributed on request to local schools, GP practices, charities, hospital wards, etc.



## OpenAthens Logins per Staff Member

OpenAthens gives access to all of our online resources

- BSUH
- Sx Partnership
- Sx Community
- Primary Care (Sussex)



As we shift purchasing from print to electronic books, we are removing shelves to make more study spaces.

This has been requested frequently in user surveys and will be increasingly important as the number of medical students increases.

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

The number of health promotion leaflets we send out dropped due to reduced budget at the local authority, however feedback on the service remains very strong.

*"We use these leaflets every day – we give them to clients in our 1:1 sessions and groups, and have them on stalls.*

*Not everyone has the internet and a lot of our clients are disadvantaged. You offer the most suitable leaflets for working with the public on health behaviour change."*

- Health Promotion Specialist

***“Following your teaching I did my first health database advanced search to find evidence for my Year 4 Individual Research Project, which also contributed to a clinical service evaluation at BSUH.”***

- Medical Student, Brighton and Sussex Medical School

***“We received a request for a new drug to be added to the formulary. You offered evidence about the effectiveness and safety of the therapy and comparisons to other therapies. This informed the application for a drug that has a safer profile and is more cost-effective than the alternative currently in use.”***

- Pharmacist, Brighton and Sussex University Hospitals

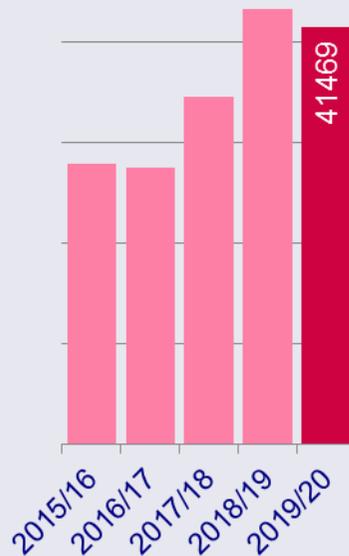
***“I was required to write a paper for the Home Office on the care of refugees and needed up-to-date evidence. You provided research and guidance that informed my paper, which in turn informed Home Office processes for the care of mental health problems in refugees.”***

- Lead Consultant Clinical Psychologist, Sussex Partnership

# 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



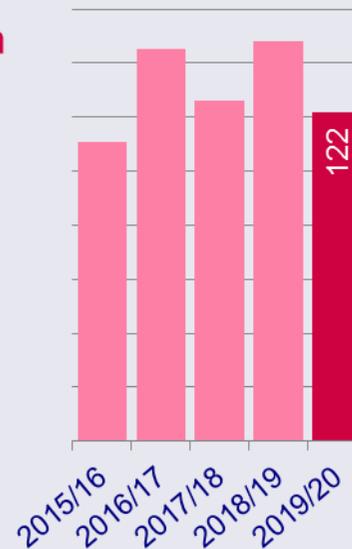
## BMJ Best Practice

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 FRCEM



Our hospital heritage exhibition took place over a few weeks at the Jubilee Library in Brighton and was well received by the public. It included twenty oral history interviews.

A seminar was held that included talks about the history of the hospital and the artwork planned for the new RSCH buildings.

Our final report on the heritage project was submitted to the Heritage Lottery Fund, drawing the project to a close for now. We hope to develop a new bid to carry this work on in the future.



To match provision at RSCH we introduced assistive technology software at both the PRH and Mill View libraries.

***“We were updating our guideline with the latest advances in managing life threatening pulmonary embolism. You provided an evidence review on the use of extracorporeal membrane oxygenation, which we incorporated.***

***The use of ECMO will lead to improved outcomes when managing unstable young patients with life threatening disease.”***

- Consultant in Emergency Medicine, Brighton and Sussex University Hospitals

***“I don't know how you do it! Thank you for finding so many of these journal articles so quickly.”***

- Higher Specialist Trainee, Sussex Partnership

***“Our patient had extremely distressing symptoms of respiratory papillomatosis, a rare condition I had not previously encountered and is not commonly seen in people living with HIV. With the evidence you sent I could recognise additional symptoms in the patient and was able to liaise with other specialities to create a comprehensive management plan.”***

# Technology Enhanced Learning at BSUH



Online and blended learning content was created for a wide range of courses including:

- Combating HIV Stigma
- Fraud Awareness
- Level 2 Children's Critical Care
- LGBTQ Awareness
- Nurse Preceptorship
- Radiation Protection
- Role Transition for the Band 3 Healthcare Assistant

These materials created include videos, podcasts, online modules and assessments.

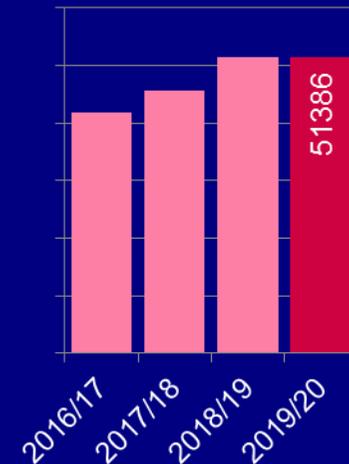
The TEL Team is gradually moving content creation into the hands of educators and has provided new *iris* course pages and training for course editors. We have also been running sessions on podcasting, screencasting and making classroom teaching more interactive.

The team continues to manage the *iris* learning management system, overseeing a move to new servers to improve speed and reliability and improving the accuracy of staff data and job profiles. Managers are now able to book their staff onto courses directly through the system.

We have purchased a range of hardware and software to improve teaching at BSUH, for example a BigMicBall that can be used in conference settings in place of a roaming mic. We worked with Medical Education to upgrade the audio-visual equipment in the Audrey Emerton Building classrooms, and have upgraded our editing suite allowing educators to work on video and audio material.

With the support of the TEL team educators can now take advantage of interactive videos, Padlet, PollEverywhere, Kahoot and 360° video.

Total logins to *iris* learning management system



***“I found the session extremely informative. I work within a multidisciplinary team and am always looking for new ways to educate and collaborate.***

***You gave me confidence to set up my a course page on iris for my colleagues, with tools to create an interesting and informative course.”***

- Nurse Educator, Brighton and Sussex University Hospitals

***“With the TEL Team's help and the new AV equipment in the education centres I can see the Medical Education Team embracing this new technology to enhance teaching and training for our doctors.”***

- Deputy Medical Education Manager, Brighton and Sussex University Hospitals

***“The software to support learning has come on a pace since I became a practice teacher.***

***I now have so much insight into potential tools to make my learning environment more interactive and stimulating.”***

- Nurse Educator, Brighton and Sussex University Hospitals

# Technology Enhanced Learning at BSMS

This year we ran Steps for Success, a blended learning course developed with support from the BSMS TEL Team for staff grade and associate specialist doctors from across the South East of England.

CAPSULE, our case-based online assessment tool continued to be licensed to other UK medical schools, with seven signing up over the course of the year and increasing interest from overseas. At the end of the year, with the arrival of COVID-19, work began with the Medical Schools Council to arrange licencing of the system for all medical schools across the country.

We introduced improvements to the Undergraduate Medicine ePortfolio to support the introduction of personal tutors and a new Personal and Professional Development module. This has been driven by the expansion in the undergraduate cohort and resulting changes to the curriculum.

The TEL Team continues to teach medical education to postgraduates and helped deliver a revised Teaching and Innovation in Med Ed (TIME) course. We have contributed to medical education research on CAPSULE and research on teaching podcasts which have been submitted for journal publication.

Other projects completed this year include:

- Refresh of our iPad Anatomy Interface, for use in the Anatomy Lab
- Dissertation Supervisor Online Training
- Anaesthetics virtual journey (360° video)
- OSCE training videos
- Immunotherapy Patient Interviews
- Simulation-Based GP Teaching
- Mobile wayfinder app to help placement students find their way around the Royal Sussex County Hospital

The Team introduced a new central mailbox to simplify the management of TEL enquiries, with operating procedures and forms for service requests. We also introduced a new TEL Support website for faculty ([www.bsms.ac.uk/tel](http://www.bsms.ac.uk/tel)), with monthly blogs and case examples. In addition to this we have been helping course teams to respond to the new UK legislation on digital accessibility.

The team represented BSMS on the new University of Brighton Digital Learning Steering Group and will contribute significantly to the newly formed BSMS Digital Learning Strategy Committee.

***“One of our consultant neurologists requested information about disease-modifying therapies in MS and the risk of reactivating latent tuberculosis.***

***You offered a comprehensive file of relevant systematic reviews and articles, which I passed on to the consultant.***

***She was able to use the information not only to inform her treatment choice for this patient but to update treatment guidelines for the whole of BSUH.”***

- Pharmacist, Brighton and Sussex University Hospitals

***“The Dialectical Behaviour Therapy Team seeks to stay current with the latest developments, and your evidence search and subsequent KnowledgeShare updates on DBT with adolescents have allowed us to:***

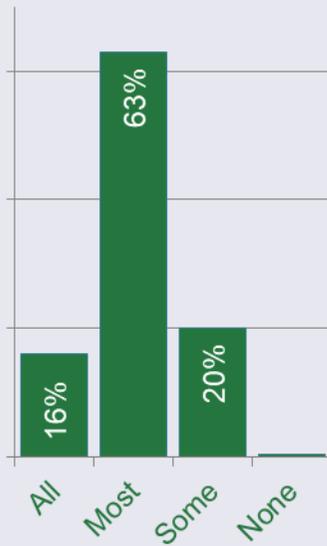
- Streamline our service (improving throughput by condensing our programme)***
- Measure effectiveness accurately (with evidence-based psychometric tools)***
- Target the most appropriate young people (by establishing via the evidence you found that young people with autism do benefit from the intervention).”***

- Senior Clinical Psychologist, Sussex Partnership

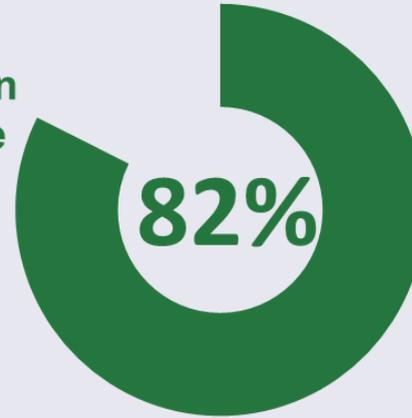


## "Publications I receive are new to me"

Evaluation by local recipients of evidence updates

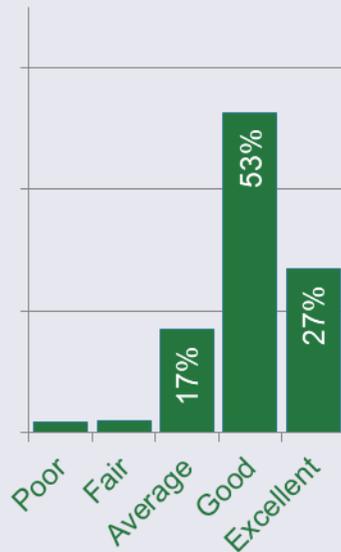


"I have read a publication you sent me within the last few months"



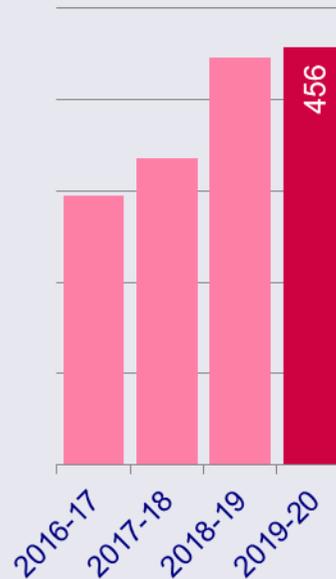
## "I rate the impact of the evidence updates as..."

Evaluation by local recipients of evidence updates

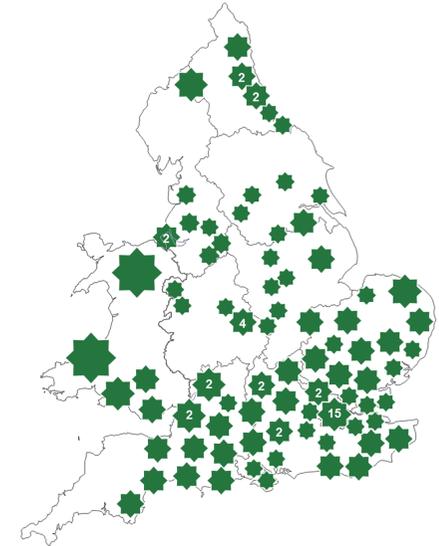


## Support Requests

Requests for support from our team by KnowledgeShare Library and Knowledge Service customers



The KnowledgeShare system, developed by the Brighton and Sussex Library and Knowledge Service, is now licenced to one hundred other NHS organisations.



## New teams include:

- Avon & Wiltshire
- Bath
- Cambridge and Peterborough
- Cardiff
- Chelsea and Westminster
- East Kent
- Great Yarmouth
- Hull & East Yorkshire
- Imperial College London
- King's College London
- Northern Lincolnshire
- Rotherham
- University College London
- United Lincolnshire

***“I find this KnowledgeShare subscription to be a really efficient way of keeping up-to-date, which is important and part of the NMC Code of Practice.”***

- Mental Health Nurse, Sussex Partnership

***“I always appreciate your evidence update emails but don’t always remember to say thank you.***

***I often forward information on – recently to the Oral Care for People with Learning Disabilities, which was well received and has been used to support a person with learning disabilities who is due to have treatment.”***

- Health Facilitator, Brighton and Hove City Council

***“Thank you for the training on KnowledgeShare – the team agreed it was one of the best training days we have had a long time and we feel equipped to make KnowledgeShare a key part of our library offer.”***

- KnowledgeShare customer, Avon and Wiltshire Mental Health Partnership

# Our team

Vacancies allowed us to recruit six new staff to the team (see below). Our Medical School Librarian and TEL Lead left in October and the post will be filled this Spring.



**Roland Christopher**  
Senior Library Assistant  
(Public Health)



**Bev Tolley**  
Library Assistant (RSCH)



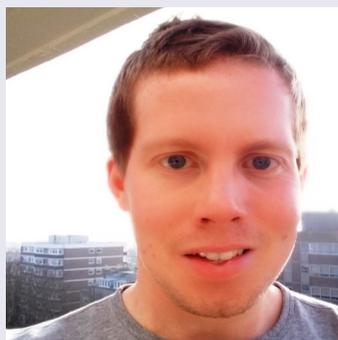
**Gillian Woodrow**  
Library Assistant (RSCH)



**Ceri Morgan-Wortham**  
Departmental  
Administrator



**Abdul Qayum**  
Learning Technologist  
(BSUH)



**Denzil Roue**  
Learning Technology  
Assistant

## Members of our team co-authored papers in:

- *American Journal of Sports Medicine*
- *Health Information and Libraries Journal*
- *Journal of Perioperative Practice*
- *Journal of the European Association for Health Information and Libraries (EAHIL)*

## and papers presented at the:

*American Academy of Orthopaedic Surgeons Conference*  
*European Paediatric Orthopaedic Society Conference.*

## Our work was acknowledged in a paper published in:

- *ANZ Journal of Surgery.*

## Members of the team presented at the following conferences:

- **European Association for Health Information and Libraries** *on achieving success in the clinical librarian role*
- **University Health and Medical Librarians Group** *on learning from failure*

EAHIL 2019

Learn | Share | Act | Bridge Borders



**One of our clinical librarians, Tom Roper, won the regional star award from HEE London, Kent, Surrey & Sussex.**

Tom won for his work in health librarianship at a regional, national and international level. Tom is committed to aiding the



development of other librarians, through education, research and via social media. He is a mentor to other colleagues, a role in which he shares the breadth and wealth of his experience with patience and care.

For further information or data please contact

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## *Informing • Educating • Influencing*

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

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