

Brighton and Sussex NHS Knowledge and Library Service

Informing • Educating • Influencing



Annual Report 2021-2022

“I was updating a chapter in the Critical Care Manual of Clinical Procedures and Competencies on the assessment of sleep and sleep promotion. Your team provided recent journal articles and reviews on the topic, which allowed me to write the update and change my practice.

The improved care should reduce the length of stay of patients, opening up beds for new patients and reducing cost per stay. The information you provided renewed my interest and led to me presenting to other colleagues about the practice improvements.”

- Staff Nurse, University Hospitals Sussex

“Your evidence review informed work on rationalising infusions for osteoporosis patients. Your results showed duration of treatment benefit lasts longer than we had thought, meaning infusions can be administered less often for the same degree of benefit but lower risk of side effects.

As a direct result of this work we have changed and improved patient care.”

- Rheumatology Consultant, University Hospitals Sussex

Our aims

To inform staff and patients, enhance healthcare education, and positively influence the quality of care provided in Brighton and Sussex.

Areas of focus:

- Patients and the public [p.3]
- Clinicians, managers and researchers [p.5]
- Learners and educators [p.9]
- Valued information resources [p. 19]
- Our partners [p.25]
- Our team [p.27]

Our foundations

Evidence advocacy

We advocate for the use of evidence and knowledge in healthcare.

Digital first

Learning environments and access to evidence benefit from digital technology.

Quality assured

We monitor and continuously improve our quality and cost-effectiveness.



University Hospitals Sussex
NHS Foundation 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



“Thank you for your continued help with the urogynaecology website and patient information leaflets. The website gives the first impression to patients and carers before they are seen and the patient information leaflets help them understand their condition and decide what is best for them.

Whilst you do not personally take part in patient care, patient care cannot be provided without your input.”

- Gynaecology Consultant, University Hospitals Sussex

“We requested an evidence review on long COVID and workplace policies. You provided links to useful documents, in particular from the Society of Occupational Medicine, which will be made available across the Council and the City, for businesses and individuals to access.

This will be helpful in the advice we share about long COVID internally and externally with staff, managers, the unions and the Council’s Disabled Workers & Carers network.”

- Public Health Manager, Brighton and Hove City Council

Patients and the Public

The patient experience will be enhanced by high-quality patient education materials and by information professionals who improve patients' health literacy and signpost them to local services.

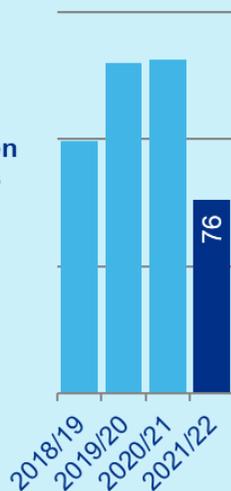


Our patient education team:

- Began a re-brand of all patient education leaflets in line with the new University Hospitals Sussex identity.
- Began integrating patient leaflets into the new Patient Knows Best patient-accessible health portal.
- Continued work to convert all UHSussex patient leaflets to web-accessible versions, for patients using screen readers.
- Met with the Clinical Media Centre, the Communications Team and surgery nurses to plan films for patients with traumatic injuries.
- Took part in a national health literacy community of practice.

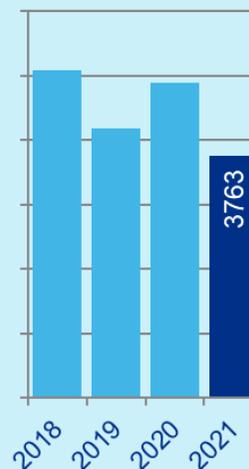
Patient Education Leaflets

UHSussex leaflets co-written between clinical colleagues and our patient education librarian



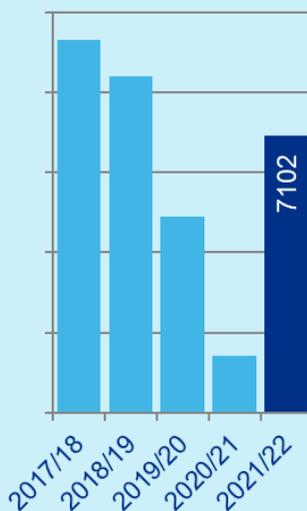
EIDO

Patient education leaflets downloaded to support informed consent



Health Promotion Leaflets

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



Requests for health promotion leaflets increased again following COVID-19.

We began offering a print-on-demand leaflet service in response to the diminishing number of health promotion leaflets available in print.

“We have co-authored a series of papers with your outstanding clinical librarian. Most recently, papers were accepted on the systemic complications of shoulder, ankle, wrist and elbow replacement, and a general review for the Annals of the Royal College of Surgeons.

The crucial thing was developing a working relationship with our clinical librarian so the correct papers were retrieved. This work will enable surgeons to obtain better informed consent, plan postoperative treatment and allow tailoring of services to patient needs. It also helps the careers of the junior doctors involved.”

- Orthopaedic Surgeon, University Hospitals Sussex

“Colleagues in public health across Sussex are working on behaviour change for the Waiting Well project. We used the evidence you provided to encourage patients to increase their physical activity whilst awaiting elective surgery.

We are finalising recommendations for Sussex ICS to refer patients awaiting elective surgery to physical activity programmes. There are over 2,000 patients awaiting surgery in Brighton & Hove alone who will benefit from this research.”

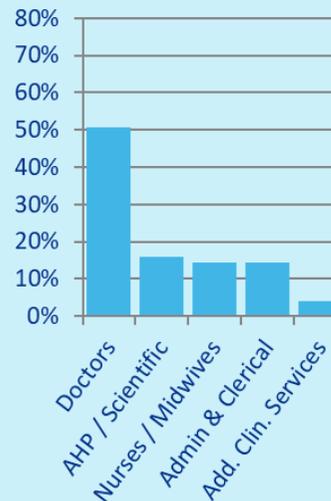
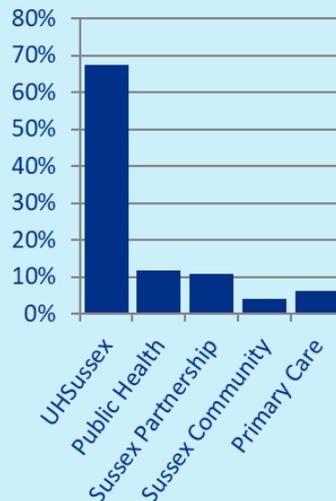
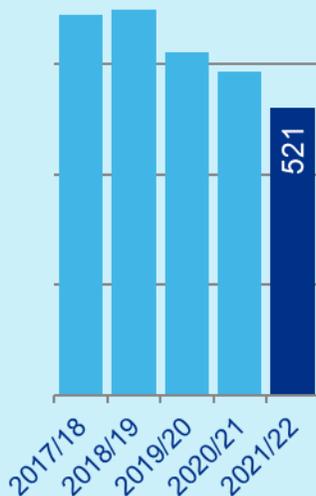
- Public Health Manager, Brighton and Hove City Council

Clinicians, Managers and Researchers

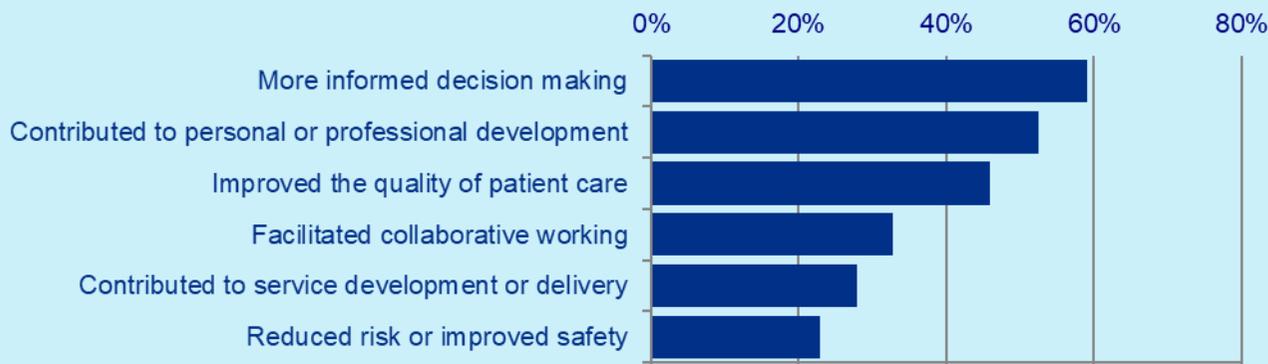
Health professionals working under significant time constraints will more easily find and make use of the right evidence, at the right time, to improve the quality of care.

Evidence Search Requests

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



Impact of evidence search reports on patients and staff



Brighton and Sussex University Hospitals merged with Western Sussex Hospitals to become University Hospitals Sussex. This report covers only services provided from Brighton, Hove and Haywards Heath.



University Hospitals Sussex

NHS Foundation Trust

We continue to work closely with:

- Acute, ICU and Emergency Medicine
- Children's and Women's Services
- COVID Clinical Advisory Group
- General Surgery and Digestive Diseases
- Medicines Governance Group
- 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

“I was working with a young person and needed to inform my treatment approach. I hadn't come across their issues before so you sent lots of peer-reviewed journal articles to consider. There were two particularly relevant articles that confirmed the therapeutic use of humour as a recommended approach.

Following this, there was a positive impact on patient care, rapport was built quickly, and we were able to collaboratively set realistic goals. The young person's self-efficacy and functioning improved.”

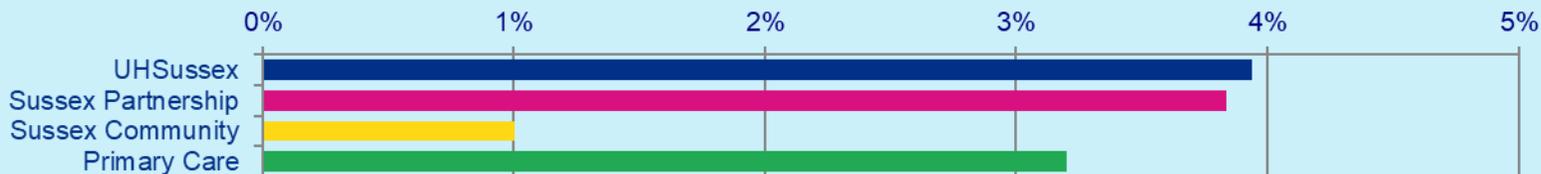
- Occupational Therapist, Sussex Partnership

“We were updating our guidelines on nursing care of a baby with a chest drain. As a result of the evidence you provided, we changed the way we care for gastroschisis at delivery. The new way of wrapping the exposed bowel offers more support to the gut and improves quality of life for the baby.”

- Neonatology Nurse, University Hospitals Sussex

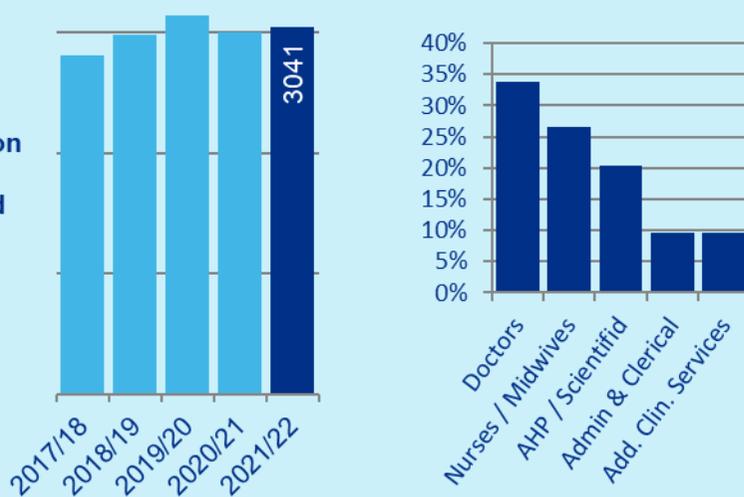
Clinicians, Managers and Researchers

Evidence search requests as proportion of staff served

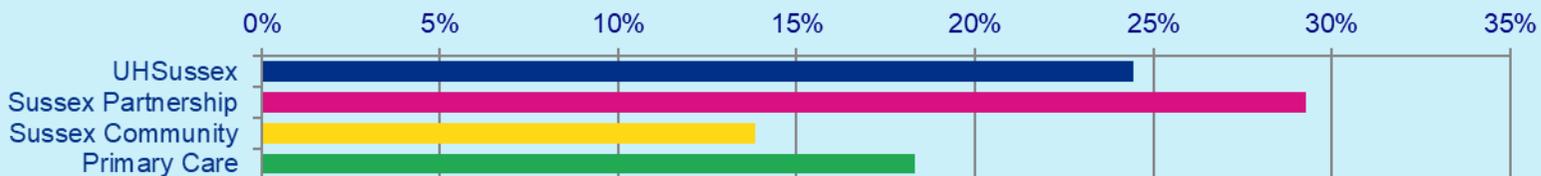


Evidence Update Recipients

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



Evidence update recipients as proportion of staff served



The UHSussex Patient Safety team produces regular “theme of the week” bulletins and we began working with them to ensure each bulletin is evidence-based.

We began a two-year HEE-funded project to work with the Sussex Primary Care Training Hub, offering evidence reviews and educational support.

We also introduced an embedded librarian role to work with Sussex Community, and began liaising with the Deputy Chief Nurse on implementation of the role.



We advocated for the creation of a task-and-finish group to improve the management of locally produced clinical guidelines at UHSussex.

We continue to ensure that clinical guidelines are available via the MicroGuide and work with clinicians to update these.

“Thank you for the statistics session. It has helped me understand things much better. The staff at the library are absolutely brilliant and this was no exception.”

- Clinical Nurse Specialist, University Hospitals Sussex

“I gained a better understanding of statistical terminology and common pitfalls. Especially useful as I start Year 2 of my Mental Health Nursing course.”

- Trainee Nurse Associate, Sussex Partnership

“An enjoyable and fascinating session. Both teachers knew their stuff. Made it easy to follow and explained the process really well. I spend a lot of time with data so the training will improve my due diligence before reporting.”

- Deputy Operations Manager, University Hospitals Sussex

“Thanks for taking the time to take me through Finding Quality Health Information. Possibly the most useful two hours I’ve spent over the last month!”

- Project Support Officer, East Sussex County Council

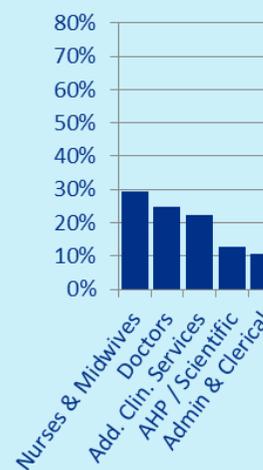
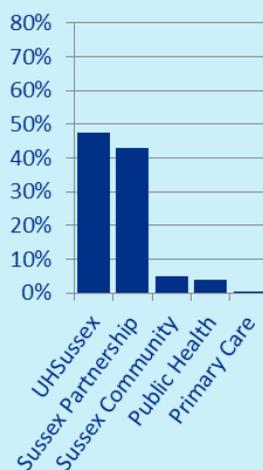
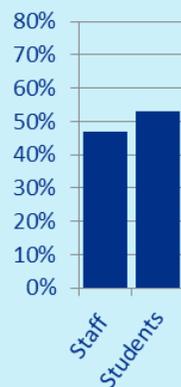
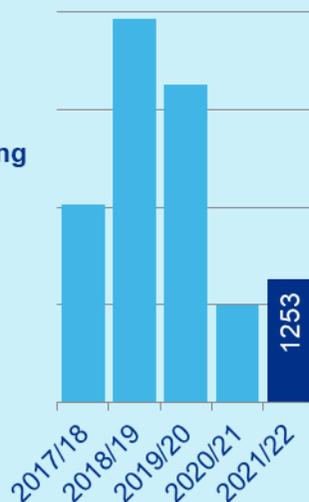
Learners and Educators

The experience of being a student, trainee or learner will be improved through high-quality digital and physical learning environments.

Staff with an educational role will receive tools and training to enhance the quality of their teaching.

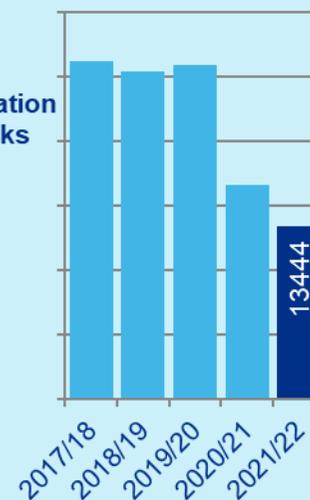
Teaching Attendance

Information skills teaching for staff and students



Enquiries

Brief requests for information at the library enquiry desks



Our BSMS teaching shifted to a blend of online and face-to-face sessions, continuing to rely on a series of new online videos, including 'Advanced Literature Searching', 'EndNote Web', 'Systematic Reviews', 'Finding the Right Information', and many others.

These were downloaded 1,800 times in 2021/22.

Our Medical School Librarian and Technology-Enhanced Learning Lead continued to facilitate the 'Immersion Week' sessions of the inter-professional education module. These allow medical students and students from a range of other professions to learn together.

“Some great tips for accessing journals. I am so grateful for all your support with literature searching.”

“You deliver this topic well and make it approachable and clear.”

“Useful tips for searching and how to find information.”

- Children and Adolescent Mental Health Trainee Academics, Sussex Partnership

“Your style of training is very interactive and inclusive. I felt at ease from the moment I joined the session on how to read qualitative research, which is not easy online. I thought I would struggle, as it was some time since my degree, but you enabled me to fully participate.”

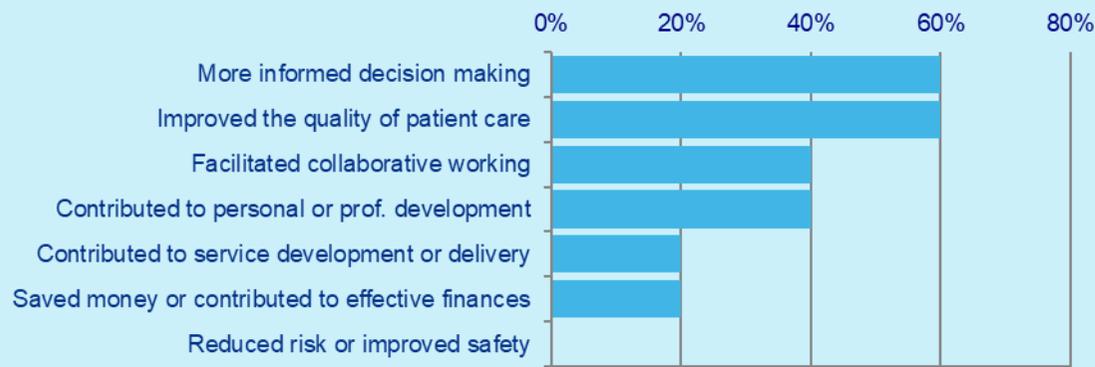
- Clinical Administrative Support, University Hospitals Sussex

“This teaching will help me understand the results section of research papers. It will also help me scrutinise the validity and reliability of other's and my own analyses.”

- Assistant Psychologist, Sussex Partnership

Learners and Educators

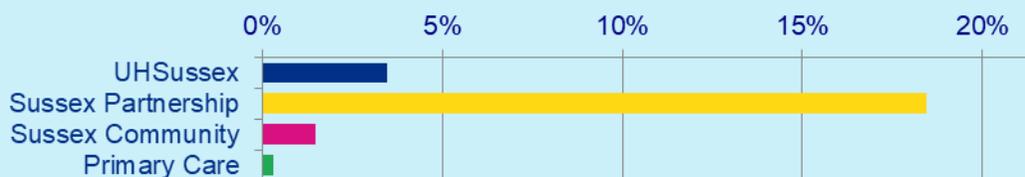
Impact of information skills teaching on patient care



Impact of information skills teaching on staff and students



Teaching attendance as proportion of staff served



The end of the lockdown saw staff and users returning to our libraries, and the library at Mill View Hospital reopened.

Our teaching for staff continued as a blend of on-site and online live teaching due to COVID-19, and so we continued to provide a high number of sessions.

We introduced free printing in all of our libraries in order to remove potential barriers for learners.

We provided library support for UHSussex volunteers carrying out their statutory and mandatory training on iris.

Our Windows 7 PCs were replaced, allowing us to enable Sussex Community and Sussex Partnership staff to use University Hospitals Sussex computers in our libraries.

“We were preparing some teaching to be delivered on family work and family therapy in dementia and hadn’t updated our literature in a while. You compiled an evidence review for us, including some really relevant papers, which will inform the presentation that we are putting together.”

- Clinical Psychologist, Sussex Partnership

“The data you provided on asthma prescribing according to the beta-2 genotype helped determine how to improve patient care at the precision medicine clinic in children’s asthma at the Royal Alex Children’s Hospital.

A physiotherapist used the information to help complete her dissertation on this genotypic change and is graduating from BSMS with an MSc. Your work is very helpful in maintaining academic research and improving clinical practice.”

- Paediatric Consultant, University Hospitals Sussex

“The scope of the resources you provide in your email updates is very good and you always manage to find a real gem I haven’t spotted elsewhere.”

- Consultant, University Hospitals Sussex

Learners and Educators



The team continues to manage the University Hospitals Sussex learning management system, iris, and to help educators to use technology in their teaching.

We simplified iris login and introduced online chat support. Records of learning can now be downloaded to support staff transferring between organisations. New starters can receive early access to iris accounts.

Work began on a national project to build an interface between the NHS Electronic Staff Record and iris.

This will passport training data automatically for staff who move between NHS organisations.

We launched new courses aimed at educators. These include:

- Updated e-learning development
- Updated screencasting
- How to create polls for interactive courses
- How to create and share custom boards

New and re-launched courses include:

- Electronic prescribing and medicines administration
- Adult safeguarding Level 2 including MCA
- Blood360 training for clinical staff.
- ... and many more.

3D virtual tours were created for several areas, including bed bays, ward receptions, maternity units, the [Trevor Mann Baby Unit](#), the [RSCH chapel](#) (mentioned in the [local news](#)) and [our libraries](#).

We provided VR headsets and 360° videos for nurse training, allowing learners to experience life through the eyes of people with dementia. We also created a VR training experience for staff to recognise and care for deteriorating patients.

We extended iris access to colleagues in Worthing, Southlands and St Richard's Hospital, following the trust merger. A range of new nursing courses was built for these cohorts and training was provided on the management of accounts.

“iris is a new system to the Worthing and St Richard’s teams and the support provided by the learning technologists has been invaluable. We have created two iris pages so far, with their help, and they’ve guided us to explore alternatives when setting up new content.

The team has been approachable via emails and MS Teams, providing quick responses to what must feel like simple questions. Their patience has made it possible to go through the process of redesigning and improving our courses.”

- Practice Development Sister, University Hospitals Sussex

“The learning technology team provides outstanding support to multi-professional teams throughout the Trust. During COVID-19, the Medical Education Team has heavily relied on their expertise to deliver teaching to doctors who weren’t able to attend in person. This has involved using blended learning and recorded teaching so doctors could continue with their learning.

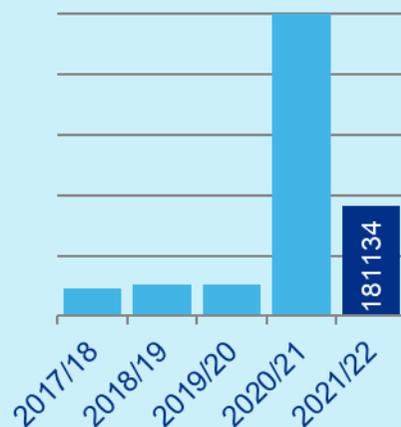
The team offers solutions to ensure teaching is accessible, interesting and interactive.”

- Medical Education Manager, University Hospitals Sussex

Learners and Educators

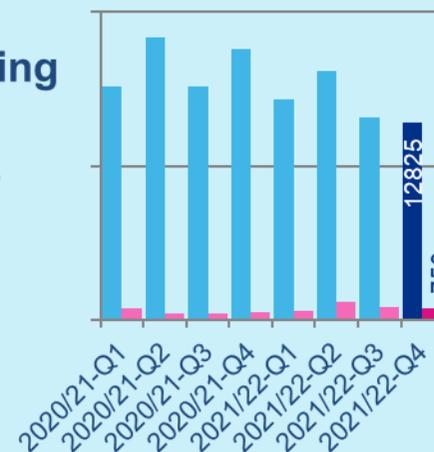


Visits to iris



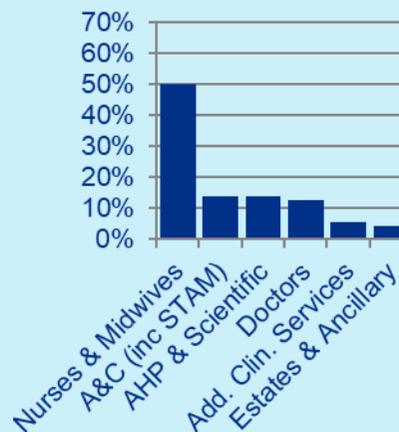
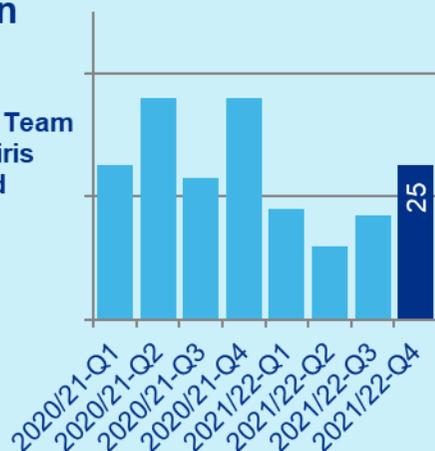
Statutory and Mandatory training

Total completions for face-to-face and online learning



Course Creation Requests

Requests for the TEL Team to create courses on iris (face-to-face, blended or online)



Feedback from the 2021/22 BSMS Year 5 Clinical Placement:

“Helpful staff and there are pods for individual studying in a quiet environment with no distractions.”

“The RSCH Library is great and the staff are very helpful.”

“The library had plenty of computers for use, which were widely available.”

“Lots of online resources.”

“The students were empowered by your talk and so enthused by the prospect of literature research that by the end of the week they had all already chosen their assignment subjects for written case-based discussion. This is a first!”

- Module Lead, Brighton and Sussex Medical School

“This teaching on reflective writing was fabulous; wonderfully paced with both practical and theoretical advice. The approach helped me feel confident in asking questions or giving answers. This is a great resource - we need more emphasis on giving staff time to do these sessions.”

- Team Manager, Sussex Partnership

Learners and Educators



Our learning technology team manages the BSMS Digital Strategy Group and sits on the University of Brighton Digital Learning Steering Group. We present at course and module review boards to inform forthcoming developments.

This year, we streamlined BSMS account creation and TEL inductions, and produced comprehensive guidance documents for educators as teaching formats moved to a combination of in-person and online.

We taught on 'TEL in medical education' for two postgraduate modules and the educator induction course. We also took part in the University of Brighton Education and Student Experience Conference.

A new monthly TEL Update video has been introduced to accompany the regular TEL Update email.

Our Capsule quiz app was rebuilt and we held the inaugural Capsule Educator Forum, a national user group for medical schools that use Capsule. Over half of the UK medical schools are now subscribed to the service.

A review of SmartDrug elicited positive feedback and a future development will introduce e-prescribing.

Several training videos were produced this quarter including scenarios for dementia simulation, ENT, and training of OSCE examiners and actors.

“You were incredibly generous with your time and helped me get to know the library systems. I came away with an armful of books and a brand new library card which I know will be well utilised. I am re-entering the world of academia after a break of some years and cannot tell you how reassuring it is knowing that such a brilliant resource run by genuinely lovely people is available to me.”

- Psychotherapist, University Hospitals Sussex

“I am blown away by the knowledge and library service. Absolutely brilliant.”

- Community Mental Health Nurse, Sussex Partnership

“I think you must be the most efficient department in the whole NHS!”

- Specialist Trainee, University Hospitals Sussex

“The library has been essential to my achievements, and the staff are excellent.”

- Pre-registration Pharmacy Technician, University Hospitals Sussex

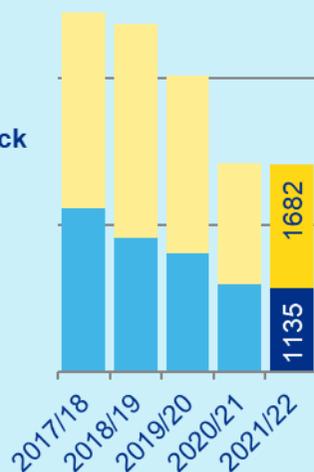
Valued information sources

The print and online information sources that enable decision-making, research and education will be valued, accessible and cost-effective.

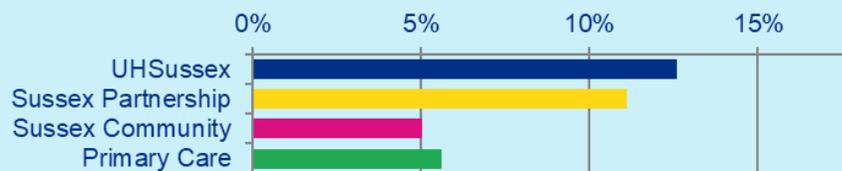
Document Supply

Articles provided rapidly on request from own stock or other libraries

- Articles for our members
- Articles for other libraries



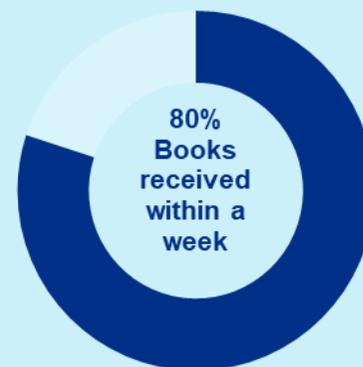
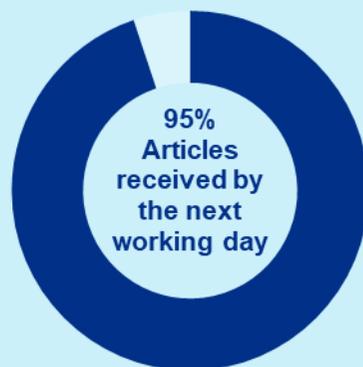
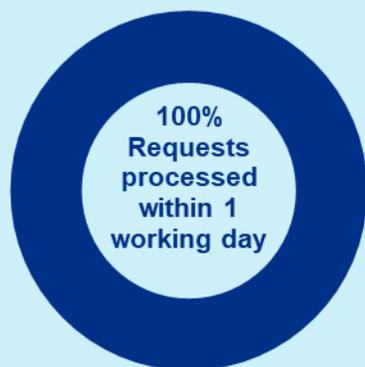
Document supply requests as proportion of staff served



The number of requests for our document supply service stabilised, and we were able to deliver books and articles more rapidly than in 2020/21.

95% of articles were received the next day compared to 81% last year.

80% of books were received within the week, compared to 46% last year.



“A colleague requested evidence to support embedding specialist mental health workers in their community organisation. Their non-mental health-specialist team was overwhelmed by mental health cases due to long wait lists and criteria thresholds, which they felt posed a risk.

This issue was raised in our mental health steering group repeatedly, and your evidence review was shared with colleagues to include in funding bids and strengthen their argument for specialist mental health workers. Funding for two specialist posts was subsequently approved.”

- Public Health Manager, Brighton and Hove City Council

“We needed to know the environmental impact of metal vs plastic speculums. We didn’t find much information, so it was reassuring to receive your evidence report. It really saved me time. You found a life-cycle analysis that matched our plans exactly, which we used to design a questionnaire to find out if people were willing to change speculums based on the environmental benefits.

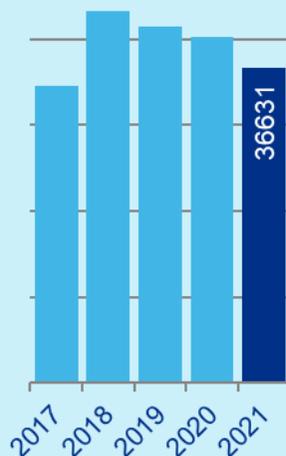
The results were positive and we are in the process of implementing the change. Other clinics are interested in doing the same and we presented the results at a national conference.”

- HIV / GUM Consultant, University Hospitals Sussex

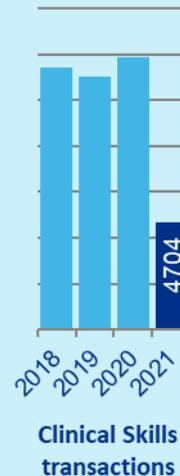
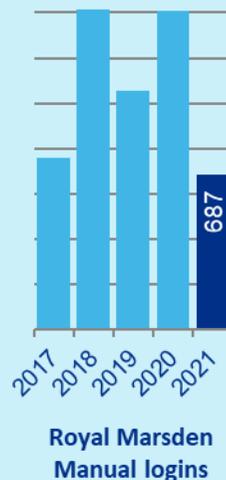
Valued information sources

UpToDate

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

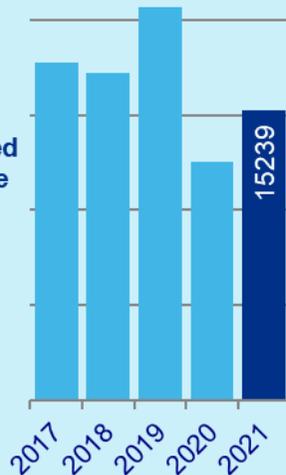


Nursing & Midwifery Resources



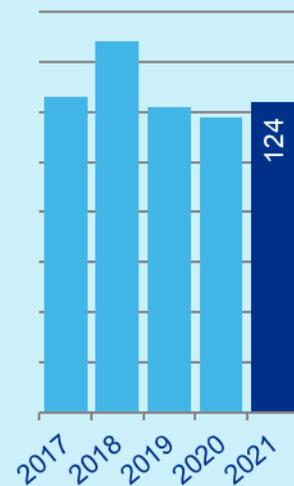
BMJ Best Practice

Visits to the evidence-based resource BMJ Best Practice by staff and students



Exam Preparation Resources

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



The provision of online information resources was aligned across Royal Sussex County Hospital, Princess Royal Hospital, Worthing Hospital and St Richard's Hospital.

This will ensure equity of access for staff at University Hospitals Sussex to resources such as UpToDate and BMJ Case Reports.

Nationally, the Healthcare Databases Advanced Search and NICE Evidence Search were both retired. We transitioned to alternative sources as required.

“I would like to say a big thank you to the helpful library staff who’ve been there when I’ve been asking a host of questions and needing a lot of books! It’s been really helpful and greatly appreciated!”

- Nurse Manager, University Hospitals Sussex

“I am new to my role and wanted to know how prevalent autonomic dysreflexia is in patients with multiple sclerosis. My colleague was not sure, so we asked for an evidence review. This will inform how we manage patients in the future, particularly those with catheters being handed over to community nursing.

This is not a widely understood condition. Based on this evidence, training can be delivered to colleagues on how to avoid, recognize and treat the condition.”

- Occupational Therapist, Sussex Community

“I needed literature to understand burnout in primary care educators. You found some very useful articles, which influenced our steering group’s plans to fund the prevention of burnout in different areas.”

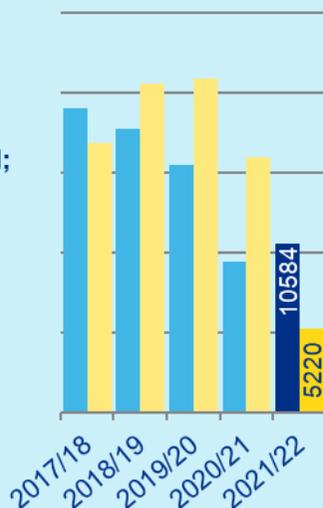
- General Practitioner, NHS Sussex

Valued information sources

Books

Books loaned or renewed; ebooks accessed

- Print
- Electronic



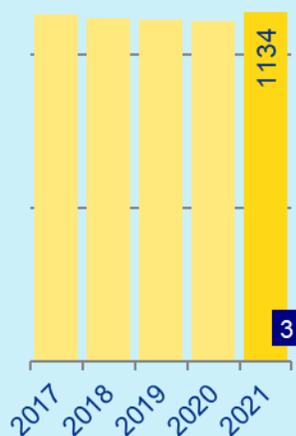
Staff and students with OpenAthens accounts (Compared to London & KSS)



Journal Subscriptions

Number of journal titles purchased for local use

- Online
- Print Only



Proportion of OpenAthens accounts in use (Compared to London & KSS)



We began working with knowledge and library services across the South East to move to a new library management system, which will be launched in May 2022.

Our online journal catalogue was transferred to the new, national [BrowZine service](#). This provides a much better browsing experience for staff and students.

All three libraries received a generous donation of wellbeing books from the Jubilee Public Library in Brighton

“I wanted to thank you for sending us evidence updates from KnowledgeShare. When us clinicians are busy up to our necks, there’s little time for reading. I find the information you send encouraging, relevant and the right amount. I read the emails and follow the links when I get free minutes between my daily visits.”

- Community Psychiatric Nurse, Sussex Community

“You sent me an email earlier from KnowledgeShare... I need to give you feedback that this is AMAZING! At least 70% of the articles are of interest to me. I honestly think this is going to be a game changer for my academic studies and my role in general.”

- Paediatric Locality Manager, Cornwall Partnership NHS Foundation Trust

“KnowledgeShare makes such a difference to the reach of a small library team. As well as the individual email updates I’m using it to create regular bulletins, and in the last few weeks I’ve had several comments about how much these are appreciated.”

- Knowledge and Library Services Manager, Kettering General Hospital

Our partners

We will work collaboratively with local and national partners in order to share knowledge and improve services for our staff and students.

KnowledgeShare

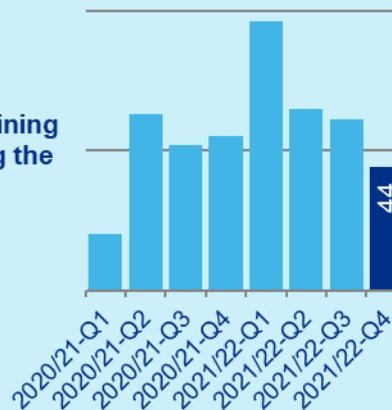
The KnowledgeShare system, developed locally to improve delivery of evidence services, is licenced to **118** NHS organisations in England and Wales.

New teams joining this year:

- Black Country Healthcare
- Blackpool Teaching Hospitals
- Department of Health and Social Care
- Doncaster and Bassetlaw Teaching Hospitals
- Health Education England
- Lancashire Teaching Hospitals
- Royal Cornwall Hospitals
- Sherwood Forest Hospitals
- St George's, University of London
- University Hospitals of North Midlands

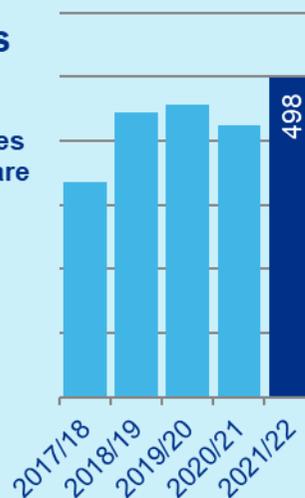
KnowledgeShare Training

Attendance at KnowledgeShare training by services licensing the system



Support Requests

Requests for support from our team by services licensing KnowledgeShare



We contributed evidence search reports to the national HEE COVID-19 repository.

We worked with knowledge and library service teams in Sussex to improve our joined-up provision to Sussex Partnership with the creation of a new sign-up form hosted on the SPFT website.



92% BSMS student satisfaction with libraries and learning technology on the National Student Survey. 8% above the sector average.

We completed the new HEE Quality Improvement Outcomes Framework and received our validated feedback. This scored us above the national average for all six indicators, and well above average for two of the six.

“I needed to know the risks of contracting COVID-19 for an unvaccinated patient with learning disabilities, versus the risks of having the vaccine.

I also needed information on religious objections to the vaccine as the patient’s mother was concerned that foetal cells had been used in its development.

The information you provided hugely cut down the time I had to spend on the problem. It helped me when meeting with other professionals from social work, the vaccine centre, and the patient’s mother, as I was the one who had to decide whether to go against the mother’s wishes and vaccinate her adult child.”

- General Practitioner, NHS Sussex

“I received a thorough evidence report on paediatric ECG interpretation and paediatric heart murmur. The report highlighted new information since our last guideline update and relevant resources for further reading.

This contributed hugely to quality improvement by providing the evidence-base to update two key paediatric clinical guidelines for our trust.”

- Foundation Year Doctor, University Hospitals Sussex

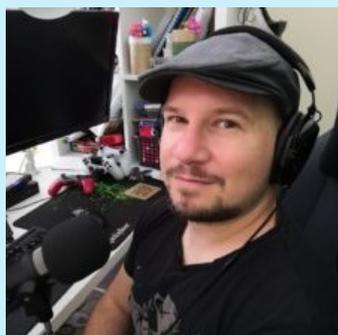
Our team

HEE project funding allowed us to create a new specialist librarian role. A second NHS learning technologist joined us to support West Sussex.

Vacancies led to a promotion and a number of new appointments.



Andy Hughes
Specialist Librarian



Yannis Vatis
Senior Learning Technologist (UHSussex)



Efterpi Emmanouilidou
Learning Technologist (UHSussex)



Tom Ward
Learning Technologist (UHSussex)



Sally Reynolds
Clinical Librarian

Members of our team co-authored papers, or received acknowledgements, in:

- *American Journal of Sports Medicine*
- *Annals of the Royal College of Surgeons*
- *European Journal of Orthopaedic Surgery and Traumatology*
- *Foot and Ankle Surgery*
- *HIV Medicine*
- *Infection Prevention in Practice*
- *Journal of the British Orthopaedic Association*
- *Kidney Medicine*
- *Medical Teacher*
- *Orthopaedics and Trauma*

We carried out research for NHS England and Improvement on “*Beyond Pride... LGBTQ+ Staff Experiences in the NHS*”, which informed an NHS E/I report published in 2021.



Members of our team co-facilitated sessions at the ASME Annual Scientific Meeting on TEL in medical education.

We also chaired an online meeting of the ASME TEL Special Interest Group, with a focus on setting new goals and structure in light of the changes in the digital education landscape.

For further information or data please contact
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