**Cumbria and Lancashire Libraries Advisory Panel**

Tuesday 13th September 2016

Education Centre, Royal Blackburn Hospital, BB2 3HH

10.00am – 12noon

Apologies: Tracey Pratchett, David Stewart.

**HCLU Update**

Joanne Naughton has just started as our NE development lead. She will be based in the HEE Newcastle office and will work three days per week for HCLU and one day per week at Gateshead Hospital.

Staff changes: Samantha Gavaghan appointed as Library Manager at Tees, Esk Wear Valley and Alex Williams at Warrington & Halton

LQAF - NW returns almost all in and now being validated. YH and NE returns due in October.

Visits: NW visits planned for Trusts with new managers 2016/17.

NW Library Development fund - bids are being evaluated. We are hoping for some YH funding and a process has been identified. Not sure about NE yet.

Strong northern presence due at HLG Conference in Scarborough - speakers and chairs.

NW CPD Programme being planned:

* LIHNN Library Managers Meeting
* Training the trainer course (4 days)
* New starters days
* Critical appraisal courses (3 days)
* Northern KM event
* Christmas Study day

Sharing searches research:

A workshop, which is open to all healthcare LKS staff, will take place on the 28 September in Liverpool. The purpose of this workshop is to:

* gauge support for the project
* begin the process of getting buy in from the clinical librarians
* assess the potential benefits and barriers
* begin to scope the requirements for the end product
* feedback on the feasibility of implementing shred searches in practice

New from Knowledge for Healthcare:

- PKSB for Health launched at CILIP 2016 conference in Brighton

- Talent management toolkit - on the blog - and launch planned for HLG Conference

- TM toolkit train the trainers workshop on 19 October: Debra Thornton and Lisa McLaren attending for NW with roll-out next year.

- All work streams are revisiting and revising their driver diagrams to update the programme

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Library Service updates:**

**LCFT Update**

**Library Extension**

The library extension is now complete the handover took place on the 26th August. We are busy getting all the furniture and books back into the library it is open for business as usual and so far being well used despite the disruptions.

We have been running art workshops in the Lantern Centre reception area with a local artist so that both service users and staff who use the Lantern Centre have had the opportunity to take part in the artwork that will be displayed in the library and Lantern Centre this has been fun and well attended and all the staff that said they could not paint have contributed under Chris’s guidance and fully enjoyed it definitely very therapeutic.

**Bid**

We have submitted a bid for extra furnishings and the signage for the library extension. This is because the money we had put to one side to cover this has been swallowed up in the project.

**New Impact Video**

We have produced a new impact video with Joanne Inman which is seven minutes long. It conveniently covers three areas so we have broken it up up into three two minute byte size chunks. This means we will have more scope in using the different sections for example Doctors induction.

<https://www.lancashirecare.nhs.uk/Library-Information-Service>

**New Library Strategy/Plan**

********

**Dashboard**

We have developed a library dashboard which displays all library statistics in easy chart format.

**Library Resources Gateway (Weebly)**

We have started the development of the new tailored services portal LCFT Library Resource Gateway.

**New Library Promotion Video**

[**https://www.lancashirecare.nhs.uk/Library-Information-Service**](https://www.lancashirecare.nhs.uk/Library-Information-Service)

**CQC Inspection**

CQC will be in LCFT for a full inspection 12th – 16th September

**Annual Report**

****

**On line Library Training on the Trust’s Trainer Tracker**

We have recently developed online training that is now available for all staff on the Trust’s trainer tracker. Although it has only been up there for around two month we recently received a report from IT and were pleasantly surprised that please to 43 staff had actually completed the literature search training.

**Morecambe Bay:**

CQC visit 10th – 14th October & LQAF submitted

[LKS Annual report](https://drive.google.com/file/d/0B1Cp7q7nFrnZdzFfbHZ6bVExcDg/view) taken to Workforce Assurance Committee and Quality Committee and will be sent to Board in October

All individual journals have been cancelled for 2017

Konica Minolta online payment print solution is being installed. Phase 1 is complete with all software installed for the pcs and multipurpose photocopiers

Phase 2 is waiting for the account and World Pay solution to be installed.

Work on our new internet is continuing <https://www.uhmb.nhs.uk/our-services/library-and-knowledge-services/>

This will be followed by complete re-branding of the service

Bids to David – x2 purchase of an information TV in one of the libraries & purchase 2 I-pads for more flexible delivery of education

Summer Reading Challenge – not very successful but all completed readers will put into a draw for a £50 amazon voucher

TRC completed Insights train the trainers course and now facilitates for UHMB & the Better Care Together patch

Service restructured and Joanne Shawcross is now deputy Head of Service

The remaining posts in the structure - x2 Band 2 posts 15hrs each will be advertised soon – one at each site.

Service still supporting

* Transformation of services under Better Care Together
* Policy & guideline development
* Patient information leaflets
* Listening into Action projects
* Ongoing external investigations
* Sustainability programme
* Human Factors
* Learning to Improve Pathway
* Schwartz rounds

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**East Lancashire Hospitals NHS Trust**

**Trust news**

* CQC mini-visit to review the ‘Well-Led’ criteria on 20 & 21 Sept; we are hopeful that we can then achieve an overall Trust rating of ‘Good’, which will be a great turn around, having been in special measures 2 years ago

**Strategic**

* We produce two versions of the LKS annual report, a full version – mainly for internal consumption and review – and a ‘Highlights’ version in booklet format, of which we make copies available for library users. I am presenting the annual report to our HR Divisional Management Board next week, and hopefully to the Education Board soon.
  + [ELHT LKS Annual report 2015/16](http://www.ehub.elht.nhs.uk/uploads/2/0/9/6/20960734/elht_lks_annual_report_2015-16.pdf)
  + [ELHT LKS Highlights report 2015/16](http://www.ehub.elht.nhs.uk/uploads/2/0/9/6/20960734/elht_lks_annual_report_2015-16_summary.pdf) (order makes sense when printed out double-sided)
* Our case for rebanding the E-Resources post from Band 4 to Band 5 was successful, with implementation from 1 April
* Business case still to be developed, with particular focus on bid for additional Clinical/Outreach Librarian
* Need to begin work on new strategy next year (2017-2020)

**Service developments**

* We were recently approached by one of the local hospices about the possibility of providing services to their staff, but have received no further reply  to our initial proposal
* Commenced trial 6-month subscription to Wiley Medical & Nursing Collection from July
* Also monitoring and promoting use of MAH Complete (Northern trial, Aug-Nov)
* Have just renewed *UpToDate* and are awaiting upgrade to *UpToDate Anywhere*

**LTHTR update** :

* STPs: So far we have completed 7 evidence summaries for Public Health Lancashire, 5 more to do. Hoping to interview them early November  to find out how they used information/gather impact. STP due to be submitted Oct 2016. Mentioned STPs to Our Health Our Care leads and not sure how these are linking into each other as yet.
* Our Health Our Care: Clinical Librarian met project leads to discuss evidence requirements and delivered outreach at first Solution Design event.
* New Web site: Have started transferring content over to new Health Academy site <http://healthacademy.lancsteachinghospitals.nhs.uk/library>. Completed survey to inform redesign, will use this for next stage of development. Also hope to do some usability testing / focus groups.
* Updated documents: Annual Report etc at <http://healthacademy.lancsteachinghospitals.nhs.uk/library-about-us>
* HLG: TP presenting Writing a book; Learning Lessons impact survey results. EH presenting Facilitating Research Amongst Radiographers through Information literacy workshops. TP also helping out at the Impact Toolkit workshop and poster presentation guidelines survey.
* New Research Development Group: TP to represent Library to ensure evidence embedded within proposals.
* Staffing: New part time library assistant starting 19th September Karen Hithersay.
* Bids: to develop a health & well-being hub within the Library at Chorley
* Health Awards: TP working with a NW regional collaborative using Yammer to coordinate collection of information about health awards. Intention to launch/share when processes tested and finalised.

**Input for the agenda**

**STPs** – see above, we have been involved from PH perspective, less so from LTHTR. Project lead is part of Blackpool CCG. Not sure what the ongoing requirements will be after the plans are submitted in October? Maybe we could offer some bespoke current awareness, when we know what their priorities are? As this is across the whole footprint, may involve CCGs who do not pay for library services, what are our thoughts on that?

**K4H** – Lots going on at HLG, lots of workshops and launching of products e.g. impact toolkit, metrics etc. I am leading on e-learning project (STEP), have attached a presentation which I’ve pulled together for the NW Trainers Group for you to look at.

**Metrics** – I used the template from K4H group to develop [Quality Framework](http://healthacademy.lancsteachinghospitals.nhs.uk/download/doc/docm93jijm4n3487.pdf?amp;ver=7179). Statistics published in [Annual Report](http://healthacademy.lancsteachinghospitals.nhs.uk/download/doc/docm93jijm4n3466.pdf?amp;ver=7141)

**LQAF Patient Information** – This is our statement from LQAF this year: “LTHTR does not require the LIS to provide service to patients or the public as this comes within the remit of Patient Advice and Liaison Service (PALS). Currently our CL is a member of the Patient Information Group and we deliver literature searches to support leaflet development. Each year we send the Our Health Our Day poster to our public library contacts on behalf of the Equality and Involvement Lead. The KLSM sits on the Research Comms group and the Research Development group, which also includes patient reps. This year the CL has carried out searches for a Governor to inform research proposals submitted by patient reps. The Library has produced an offer for Patients as Educators to join the Library in liaison with the PAE Coordinator. We have been asked about library services for patients involved in Trust research and also Trust volunteers - we think this would be a good perk to offer. Finally the KLSM sits on the Health & Well-Being Committee and has close links with the Health & Well-Being Coordinator. We think that providing health information for Trust staff links in well to this as they may be patients/public with health needs. We are in the process of bidding for funds to develop a Health & Well-Being hub within the library for Trust staff. Ideas for future possible developments - work more closely with  Equality and Involvement Lead; explore opportunities to run "Evaluating health information sessions" for PAEs, research patients and volunteer groups; explore further opportunities to work with Public Libraries during Health Information Week - possibly base our staff in their libraries to support?” [We have just had our first member join, flier attached. Also, Anne advised that they can have Athens access. There is also a Patient and Public Involvement Group – we have done some searches for the governor who leads the group, to explore potential research areas suggested by this patient group – we may be able to link into this group locally]

**North Cumbria Update**

**Strategic**

Completed my annual report – now more visual format similar to our strategy

[www.library.ncumbria.nhs.uk/publications/library-management-service-reports/2016/North-Cumbria-Library-Annual-Report---2015-16.pdf](http://www.library.ncumbria.nhs.uk/publications/library-management-service-reports/2016/North-Cumbria-Library-Annual-Report---2015-16.pdf)

**Staffing**

Trust Executive agreed my Business case to allow me to fill vacancies and make temporary contract substantive.  Have to go through staff consultation now before can proceed so still remain short staffed.

**Service**

Now offer KnowledgeShare, (i.e. we bought into Brighton LKS Evidence alert service) when people register with our service

<http://www.library.ncumbria.nhs.uk/stay-informed/KnowledgeShare.aspx>

Series of short ‘How to…..’ videos including KnowledgeShare

<http://www.library.ncumbria.nhs.uk/multimedia/index.aspx>

**Blackpool Update**

Library webpage has been reviewed in line with the trust’s new-look website.

Current awareness bulletins are being revised as we have been asked for subject specific bulletins.

Study pods have been rebuilt to the plans we originally submitted.

Annual report presented to Workforce board and Medical Education Committee.

Library strategy has been reviewed – incorporates strands from K4H as well as Trust’s Five Year Strategy ‘Together We Care’

ClinicalKey purchased and awareness sessions being delivered across the Trust and Community sites.

UpToDate will be renewed (UpToDate Anywhere) with funding from Medical Education

MAH trial underway.

We submitted a case study to K4H KM stories on ‘More Research Needed’ – a bulletin that encourages staff to develop research projects where systematic reviews have identified a lack of good evidence. This has led to closer collaboration with R&D on a couple of projects – NVIVO training; research day to be held in November.

Reading Ahead – 48 entered but only 8 completed. However, we submitted our details and won an author visit – still organising this.

Trust:  
An Innovation Panel is currently being set up and the library has been involved in the initial planning. Hoping to develop some kind of ‘Knowledge Sharing’ database or repository to share best practice.

I have been facilitating several Action Learning Sets and will be delivering training on how to facilitate ALS later in September (this is as a result of the training provided by HCLU)

Starting on a Bullying and Harassment project with Head of OD to run focus groups and deliver a plan to tackle B&H in the Trust.

Freedom to Speak up Guardian has now been appointed – library provided information support for this and I chaired a group to look at creating an open culture across the Trust. This was part of a Trust-wide strategy to create a ‘Great Place to Work’ which has a number of workstreams and we are involved in a few of these.

Closer collaboration with Medical Education has led to us offering support to clinical teams as a ‘Medical Education Team.’ I am using this to promote library resources and encourage involvement in research and lifelong learning.

**Dates for 2017 - please bring diaries.**