

Notes of the Cumbria/Lancashire NHS Librarians meeting – 16 May 2017

Learning Centre Library, Royal Blackburn Hospital

Present

Graham Haldane, Sheila Marsh, Tracey Pratchett, Anne Roberts, Tracey Roberts-Cuffin, Carmel Smith

1. Apologies

David Stewart, Debra Thornton

2. Presentation on Ebsco Discovery

Ruth Muscat, from Ebsco, gave a presentation to the group on Ebsco Discovery, the company's discovery tool that is used extensively in universities and increasingly in the NHS. It has provided a dramatic increase in use of resources, e.g. at Central Manchester NHS Foundation Trust. Searches can include content from e.g. local OPAC, all Ebsco resources and databases (including Dynamed), other journal packages, e-books. Widgets can be used to link to other resources such as UpToDate. There is considerable flexibility in customising the interface, and a variety of ways of searching. There is an Ebsco module in Heritage Cirqa [additional cost?], which would replace the OPAC.

There are currently 6 (NHS?) customers in the North West, and discounts apply the more Trusts that join:

- Full price: £5000 p.a. plus VAT
- 6-10 organisations: £4300
- 11-15 organisations: £4100

Further discounts are also available where one (acute) library service administers Athens accounts for other organisations (e.g. CCGs, GPs).

Ruth's presentation is attached below:



Lancashire Cumbria
librarians EDS May 20

3. HCLU Update

The following update was shared at the UCLan/NHS Librarians meeting in the morning of 16/5/17.

Knowledge for Healthcare

Launched in January 2015 we are now in year two of implementation. The programme is still led by Patrick Mitchell, Regional Director for HEE South with support from Sue Lacey Bryant, Senior Advisor to the programme and the LKS Leads group.

There are seven current work-streams

- Funding Review – led by Colin McInnis, Finance Director for HEE South
- Information for Public, Patients and Carers – led by Louise Goswami
- Mobilising Evidence and Organisational Knowledge – led by Sue Lacey-Bryant
- Quality and Impact – led by Clare Edwards
- Resource Discovery – currently led by Richard Osborn
- Service Transformation – led by Helen Bingham

- Workforce Planning and Development – led by David Stewart

Each work-stream supported by task and finish groups and there are now over 60 projects within the programme. There have been around 200 LKS staff involved – from NHS, arms-length bodies like Public Health England and from universities.

Information about the programme is on the blog: <http://kfh.libraryservices.nhs.uk/>

There have also been articles in CILIP Update and presentations at conferences such as EAHIL, UHMLG, CILIP and HLG. There will be presentations this summer at EAHIL in Dublin, UHMLG in Brighton and CILIP in Manchester.

Recent and upcoming activities within the programme (but not all of it!):

- Launch of the senior leadership programme with 15 participants
- Recruitment to the Leadership Development programme – 24 places over 12 months – run jointly between HEE and CILIP
- Roll-out of regional training on delivering information to the public and on mobilising evidence (in particular using the Board assessment tool)
- Training needs assessment had 758 respondents from a wide range of sectors. Analysis is complete and has been shared with HLG. Next step is to determine how to meet the needs – nationally, regionally or locally.
- Work on the evaluation framework for KfH has been completed and will be published shortly – will help us to evaluate whether the whole programme has made a difference and two, three or five years.
- This also enables us to start work on reviewing our annual statistical collection and the LQAF.
- In terms of resource discovery:
 - OpenAthens has been re-procured from Eduserve
 - A new link resolver has been commissioned from Wolters Kluwer
 - A business case is being developed for a single library management system across NHS LKS.
 - Continuing to work in partnership with NICE on national content, OpenAthens, Link resolver and the new HDAS
 - Also working with Public health England as they have purchased e-content for public health staff based in local authorities.
- Funding review based on the Audit we commissioned last year is in progress and we hope will come up with a mode for funding NHS library services in the future. The working group will then go on to look at how to get best value in procuring electronic content across England.
- Remind them that resources, courses etc. are all free and open to university staff if they are supporting health students / health faculties

Health Education England

As part of the reduction in funding levels and the changes in role, HEE has carried out a Functional Review of everything it does. This is currently out to consultation with HEE staff. It is likely that there will be four teams

- North
- Midland and the east
- London and South East
- South

HEE has committed to retaining offices in the current cities (i.e for the North – Liverpool, Manchester, Leeds, Sheffield, Hull and Newcastle) – but it seems clear that there will be fewer staff and that each function will be a single team across each region.

HCLU is hosted rather than directly employed so we are not part of this round of consultation. We have been told we are part of “phase two” and waiting to hear more about that – however our sister Unit’s in other regions all seem to be secure.

All of this means there is considerable anxiety and uncertainty and as yet, no budgets have been set for the 2017-18 year.

LIHNN

Just to note some organisational and staff changes

- New name for 5 Boroughs – NW Boroughs
- Merger of Manchester Mental Health with GMW
- Salford Royal and Pennine Acute sharing an Executive
- Changes at Central, UHSM and Pennine Acute
- New managers / vacancies:
 - Alex Williams at Warrington & Halton
 - Lisa McLaren leaving Bridgewater
 - Bernie Hayes leaving NW Boroughs
 - Jo Whitcombe leaving UHSM

HCLU

- Developing our northern role and team:
 - Dominic Gilroy appointed as development lead for Yorkshire and the Humber
 - Joanne Naughton appointed as development lead for the North East

CPD

Programme currently under development for 2017-18.

As a result of the success of the Literature Searching MOOC HCLU has funded a project to turn the six existing modules, which made up the literature searching course, into 6 standalone e-learning modules. It is hoped that these will be ready for use in summer 2017. A proposal has also gone to HCLU to develop a Critical Appraisal MOOC. This is currently under consideration until budgets are confirmed for 2017-18.

4. Athens update

- BMJ Journals – individual statistics by title due out soon
 - Working on full annual statistics report, but some publishers very slow to respond
 - Watch out for forthcoming Webex training on OpenAthens
 - Discussion on use of OpenAthens by university students on placement (see UCLan/NHS meeting notes)
 - The link resolver contract for the National Core Content has been awarded to WoltersKluwer (replacing OCLC); all libraries need to check links to core content are up to date before the migration process to the new link resolver.
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5. NHS site updates

Most of these updates were shared at the UCLan/NHS Librarians meeting in the morning

Blackpool Teaching Hospitals update

Nursing Associates: we are one of the pilot sites for the new Nursing Associate role and the training commenced at the beginning of March. The library is providing a 'hot desk' for the tutors one day per week and we delivered a library induction and tour during the students' first week.

Feedback from the Physician Associate students continues to be good.

We successfully bid for monies from HCLU and updated our nursing book collection. This will support our own in-house nursing CPD programmes as well as the UCLan students.

We supported UnionLearn with distribution of books for World Book Night by taking them out to the ward staff. This helps raise the profile of the library.

We are collaborating with one of the nurses to begin a Reading Group for overseas nurses to improve their English language skills.

We are collaborating with a team of nurses to deliver health information to local schools under a Youth Health Leaders project.

We had lengthy discussions with our Simulation and Skills team about the use of ClinicalSkills.net for pre-practical training and assessment. They decided against. If anyone would like to see the report I can send it.

East Lancashire update

Trust news

- We are currently awaiting an implementation date for a new structure, which will see the HR&OD Directorate split, with a new Education Directorate being formed. Generally, this is likely to work in favour of the Library & Knowledge Service. The Trust is aiming to become a University Teaching Trust within 2 years.

Staffing

- Lauren Kay, one of our Library Officers, is due to commence maternity leave in August. Charlotte Holden is going to increase her hours to full-time during this period, and we plan to cover other gaps between the team or from the staff bank.
- We are planning to submit an Outline Business Case by July for at least one additional Clinical/Outreach Librarian post. *Approaches to this were discussed, with the consensus being about building the case on what LKS could be doing with more Clinical/Evidence staffing available. Case studies – internal and from other services – would also be useful.*

Service developments

- We are seeing students now registering with the library from the undergraduate Medicine and Nurse Associate programmes, in addition to undergraduate nursing & midwifery students.
- Due to user demand, we are now working on a range of services to support study skills, including training sessions on academic referencing, e-learning on essay writing and referencing, and links to study skills resources within the ELHT Evidence Hub
- We have been working with the Education Development team on linking study and information skills resources and e-learning into the 'Learning Journey' within the Trust's online 'Learning Hub' (which manages core mandatory training, appraisals, and course bookings)
- Due to a sudden loss in some SLA income, we did not renew our subscription to the NW Ovid journal collection; although we were the 3rd highest users in the NW, the cost per download was increasingly questionable. We are hoping to make a case during the year for an increased library budget, particularly to cover journals which are more business/ management related.
- We are piloting a range of 'Hot Topic Boxes' which can be loaned to trainers or departments, with boxes for Nursing & Midwifery Revalidation, Study Skills and Coaching
- We used an LDF bid to purchase some marketing materials: pens, carrier bags and earphones – all with the library logo.

- We have begun work on a new LKS strategy in 2017, with a 'plan-on-a –page' being used for initial discussions and consultation. Working more closely with Education Boards and practice educators is a key target within the strategy.
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Lancashire Care update

Library Extension

The library extension is finished and we are just awaiting the final signage to be put in place. We are working towards an official opening day at the end of June/early July depending on key people's availability. The library will be renamed The Gosall Library after Gurpal Gosall one of our doctors who sadly passed away in his sleep last year. I have been working with Narinder his wife to produce a special corner in the library in Gurpal's memory the items for which Narinder has kindly donated.

Dashboard

The library statistics dashboard is now complete and located on our Intranet page

Library Resources Gateway

This is our new tailored services portal LCFT Library Resource Gateway. It was launched at the beginning of April and had just short of 400 views in the first two weeks across all pages.

Successful bids

Art work and signage for the new library extension

Books to help fill the gaps in our collection

Professor Max Marshal Q4 objectives meeting with the Executive Team

Max's objectives 2016/2017 include objectives from all his senior management teams. We all have to provide evidence at various intervals throughout the year quartile 1-4. This year it was decided that when Max went in front of the Executive Board for the finale presentation of evidence for 2016/2017 that all his management team would accompany him so they could answer questions around their objectives.

Southport and Formby Community Staff

Just short of 400 community staff transferred into LCFT on the 1st May 2017 from Ormskirk Southport and Formby.

Training

Cath is now delivering monthly group training sessions. She is also doing a series of pop up libraries around Lancashire at our main sites.

Promoting Health Preventing Harm

This is a new high profile group in the Trust and one of Max's 2017/2018 objectives. This group will be supported by Cath, who will attend the first meeting to gather information around the information needs of the group. A horizon scanning bulletin will be produced by the library in support of this group similar in style to the one we did on The Parity of Esteem.

UCLAN Students

Cath is presenting an induction to UCLAN students.

Marketing Quiz

The library assistants as part of their PDR activities produce two marketing activities each per year. Sue Clarke recently developed a quiz for World Mental Health day which was on the topic of Depression this year. This

comprised of a series of questions and photographs of famous people who have suffered from depression. The quiz was very popular and the winner received a large Easter egg.

Lancashire Teaching Hospitals update

Tracey circulated her annual report on library services for UCLan nursing students. See attached.



UCLanNHS 201705 -
LTFT UCLan Annual N

Other updates:

- Recent CQC report result gave Trust the status of 'Needs Improvement'; still under financial scrutiny
 - Outreach work has helped increase book loans by 20% - overall and for nursing students
 - Tracey involved in national STEP e-learning project; due to launch in summer/autumn
 - Now doing ward rounds with Critical Care Team
 - 2 members of the Clinical Librarian team going on maternity leave.
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North Cumbria update

Trust

- Now out of special measures
- Consultation on reorganising clinical services – may lead to closure of hospitals or services
- Moving towards becoming an Accountable Care Organisation

Projects

- Pilot extending evidence resources to Cumbria Public Health complete
- 1st phase of CIC Library refit completed
- New Library Outreach flyers promoting HEE Million Decisions campaign launched to raise profile of the important role of Library workforce in NHS supporting research evidenced based decisions underpinning effective care (see links below)
- Carlisle library refurbished – 'Learning Huddle' area created (high stools & white boards) and quite space
- Input into WCH redevelopment meeting discussing plans for new system-wide Training & Learning facilities, including library

Core

- Promotions of UpToDate & Clinical Key evidence resources by Library Outreach Service
 - Continued support staff completing Stat. & M eLearning training
 - Outreach Sessions with CPFT Business Mgrs, Physios & Midwifery
 - Demonstration of ClinicalSkills.com nursing procedures & assessment resource to NCUH & CPFT Nursing Education leads
 - New Physician Associates arrived and using the Library at WCH
 - Hoping to advertise for a Band 3 at Whitehaven and Band 5 at Carlisle
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University Hospitals of Morecambe Bay update

Staff changes

Kerry Booth started as Assistant Librarian and Gareth Vickers Band 3 has just given in his notice and will be leaving us in August. The remaining post in the structure - Band 2 post 15hrs at RLI has not been filled and we have advertised for bank support for Clinical Librarian Service.

The team are overrun with demand for literature searches, receiving 75 requests so far in May (previous annual total c400). Every policy in the Trust has to have an evidence search before being confirmed. There is a plan to recruit one or more literature searches to the staff bank for use when demand is high; this was an approach that interested others in the group.

Successful HCLU Bids

IPads in use and Lancaster TV installed

New Banners on site

E-resources

Cancelled UpToDate and purchased DynaMed PLUS, BMJ Best Practice & BNJ Case Reports

Printing

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 nearly there!!!!

New projects

- Leading awards workstream – education & training
- Corporate records LiA
- GIRFT working group
- Best Practice Tariffs
- Simulation training evaluation
- Surgical procurement group
- Mystery Read

Service still supporting

- Transformation of services (Bay Health Care Partners)
- Policy & guideline development
- Patient information leaflets
- Listening into Action projects
- Ongoing external investigations
- Sustainability programme
- Human Factors
- Learning to Improve Pathway
- Schwartz rounds
- Nursing procurement
- QAAS visits
- Staff CPD & revalidation

Training delivering

- Sage & Thyme communication skills training
 - Insights management training
 - Critical appraisal training
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Trends to note from Trust updates

- *UpToDate* cancelled (due to increasingly high price) at Lancashire Teaching, Morecambe Bay and Warrington Wigan & Leigh
 - Journals packages cancelled at some Trusts, e.g. Ovid NW package at East Lancs and Morecambe Bay
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Next meeting

Thursday 20th July 2017 at 09:30, Room 1, Education Centre, Royal Lancaster Infirmary