

# One QIO at a time: Getting to grips with a staffing skills

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# Outcome 4: All NHS organisations receive library and knowledge services provided by teams with the **right skill mix** to deliver on organisational and *Knowledge for Healthcare* priorities

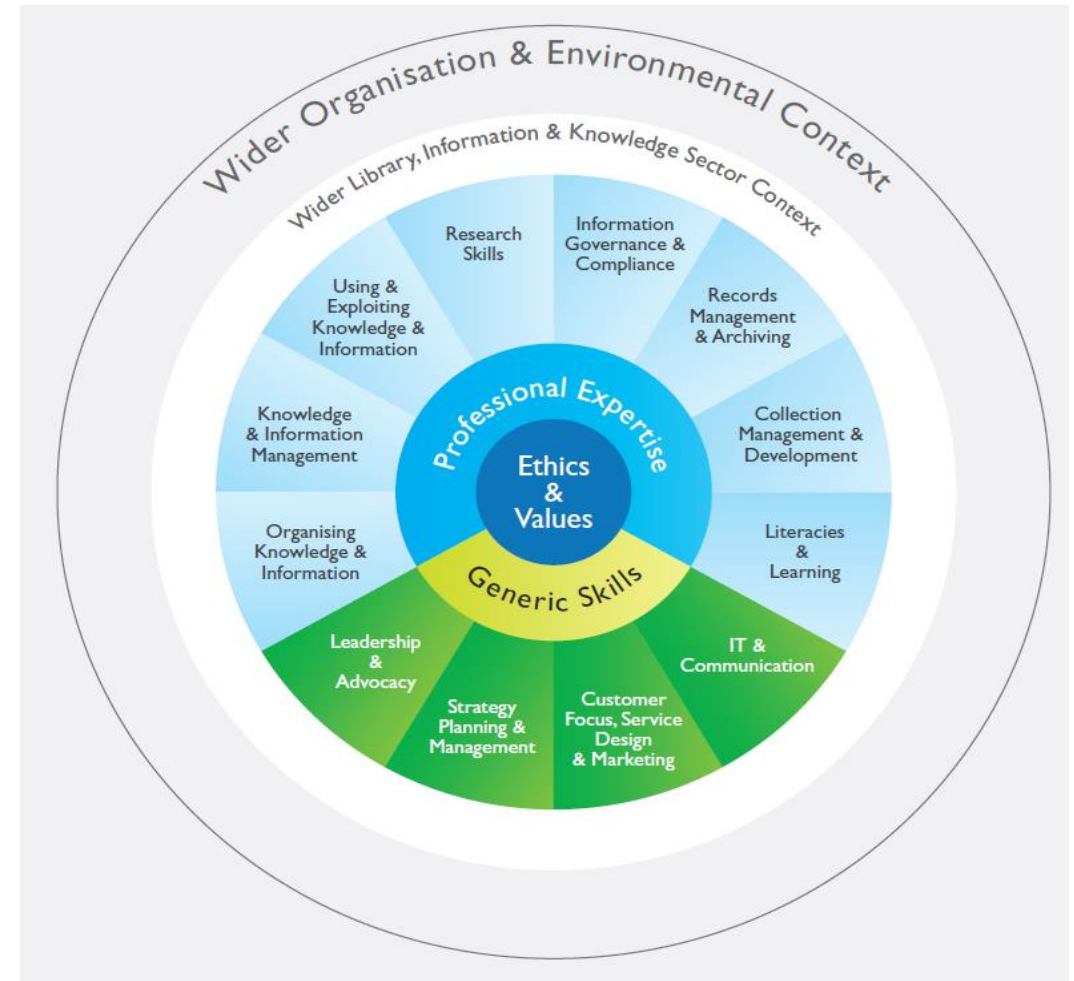
Initial thoughts:

- Baseline measurement – where are we now?
- What does the organisation expect of us?
- Can we meet/exceed the expectation?
- Where do we need to focus our development in the coming years?

Quality and Improvement Outcome Levels of Development for NHS Funded Library and Knowledge Services												
Not developed												Highly developed
Level 0	Level 1			Level 2			Level 3			Level 4		
0	Low	Medium	High	Low	Medium	High	Low	Medium	High	Low	Medium	High
	A qualified library and knowledge specialist actively leads the service.			Strengths and weaknesses in skills and capacity of the library and knowledge services team have been identified.			The capacity and skills of library and knowledge specialists are regularly reviewed against the implementation plan, organisational and national priorities.			Library and knowledge specialists:		
	<b>AND</b> A qualified library and knowledge specialist actively manages the staff.			<b>AND</b> Steps have been taken to respond to the identified skills and capacity issues.			<b>AND</b> Improvements to library and knowledge skills and changes in staffing capacity have a planned implementation date and rationale.			<ul style="list-style-type: none"> <li>• have the capacity to deliver and develop the required services.</li> </ul>		
	<b>AND</b> Library and knowledge specialist skills and capacity are considered in service planning.			<b>OR</b> Temporary issues may have been identified with the library and knowledge staffing/skills mix which can be resolved.			<b>AND/OR</b> Technologies and/or partnerships are explored to support service needs.			<b>AND</b>		
	<b>AND</b> All library and knowledge specialists undertake continual professional development.			<b>AND</b> Continual professional development is undertaken and reflected upon by library and knowledge specialists.			<b>AND</b> The learning from continual professional development informs library and knowledge service improvement and development.			<ul style="list-style-type: none"> <li>• have the skills to deliver and develop the required services.</li> </ul>		
										<b>AND</b> Library and knowledge roles are redesigned according to the service's needs.		

# What we did:

- Used CILIP Professional Knowledge and Skills Base for Health as a basis for identifying the skills we need  
<https://www.cilip.org.uk/page/PKS BforHealth>
- Shared the tool and individuals prepared their ratings in advance
- Used an activity at a team meeting to map our skill levels across the team
- Discussed what we thought





# What I found – the outcome

- Clusters in the middle (rated as good) – safe option?
- What's expected versus What I'm good at
- Few admitted (in advance) they didn't understand what the terms meant
- Some 'don't know what they don't know'!

# What next?

- Use to identify areas for development in personal development planning
- Work with NTW strategic networks to identify what their priorities are
- Map expectations and skills on River Diagram to help focus effort on supporting priorities and gaps in skill mix
- Use as evidence in Quality Improvement Outcomes submission