Minutes of the Cheshire & Mersey Patch Meeting – 11th May 2023

**Present:** Adam Ballinger (Countess of Chester); Fabia Bannerman (Edge Hill); Kathryn Bennett (Mid Cheshire); Graham Breckon (Countess of Chester); Tilly Dixon (Mid Cheshire); Suzanne Ford ([St Helens and Knowsley NHS)](https://www.hlisd.org/libraries/3679); Su Keill (Wirral); Stephen Molloy (Liverpool Women’s); Jan Moore (Knowsley Libraries); Tracy Owen (Mersey Care); Susan Smith (Mid Cheshire – Chair); Alison Thornley (East Cheshire NHS);

**Apologies:**

Mary Barden (Stockport NHS); Carolyn Benny (Liverpool John Moores); Vicky Bramwell (Cheshire and Wirral Partnership); Maureen Horrigan (Liverpool Heart and Chest); Trudy Jones (Halton Libraries); Debbie Spencer (University of Chester); Anne Williams (University of Chester); Gil Young (NHS England).

**Review of Actions:**

N/A

**Library Strategies and Action Plans:**

* The meeting’s focus was on library strategies and action plans and looking at how different organisations approach them.
* SS shared a 5-year strategy, plan on a page and action plan. Based on Trust template.
* SM shared his strategy for Liverpool Women’s & Children’s. Out of date with a refresh due. Taken a similar plan on the page approach.
* SF’s strategy was a basic spreadsheet. She started by getting the themes in the columns to start off her strategy off.
* The group discussed how they engage with stakeholders. JM explained public library approach to identify stakeholders as the customers, users and non-users. The customers can complete a biannual survey (Survey Monkey). Non-users are engaged with using their website.
* SS commented that, in healthcare, there is more that can be done to engage with the user base and people who come into the library. Engaging online could be considered, but not always effective in reaching clinical staff.
* No-one’s strategy yet includes a health system approach and view to work with partners as a specific development point.
* Discussion was held on the value of the strategy v plan on page and use of just an action plan.

**AOB**

* SS met with a health prescriber who will be linking into the menopause cafes that are run at Mid Cheshire. The health prescriber mentioned that the NHS seems to take a strategic approach to things, whereas they take a more ground-up approach. SS wants to look into how the Trust can align its approaches to benefit the public.
* JM explained a partnership they have with [Life Rooms](https://www.liferooms.org/) (NHS supported) in each of the libraries. Life Rooms supports customers and residents with mental health issues, and they wanted a space where they could interact with users where they feel safe.
* Mid Cheshire have smart pens for accessibility to help people with dyslexia, dyspraxia and language translation.
* JM mentioned that many public libraries are part of a consortium. It gives them more buying power for eBooks and audiobooks. Each public library has a choice of how much of their budget they put in.
* It was suggested that the eBooks and audio books, may be made available to patients and visitors in the hospitals.
* Mid Cheshire send a book trolley round to patients. Due to infection control, patients must keep the books. Consideration for signing them up to the local public library to access digital content.
* A new scheme in public libraries is the provision of sim cards for people who cannot afford them.
* Link to the Good things Foundation who are the organisation who provide Sim cards for customers in need: [Good Things Foundation - Improving lives through digital](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.goodthingsfoundation.org%2f&c=E,1,9HOVNQXnmeRre3950AtFdOj4UVsPu5aP-p1PHc3LrJYAgN910vTSMPF75gYZuQAngRqO5CYKPXb6peWYrMbOTrur_1UT5f2tCAcJeStaniugFmxo&typo=1)
* Knowsley Library Service website [Yourlibrary Knowsley – More than books](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fyourlibrary.knowsley.gov.uk%2f&c=E,1,WMJ_8DlTQYbblgN26EzonaFEiJiZrlMRqbiHHan8Zp1QFevez5EYmhOlUZKn3P7R8vc9H_tLlQAa_DgMHmpsW9uKO6iRidR9-ihaHxaH9Q,,&typo=1)

**Actions:**

* SS will share the strategy and the action plan (will update it to the correct template, then share it across).
* SS will chase up to see if anyone has any good current examples of strategies to share. Will circulate to group.

**Next meeting: 8th June 10-11 Marketing tips and techniques show and tell**