**Library & Knowledge Service**

**Annual Report 2020-21**

Delivering Library and Knowledge Services to Wirral University Teaching Hospital NHS Foundation Trust (WUTH), Clatterbridge Cancer Centre NHS Foundation Trust (CCC) and Wirral Community Health and Care Trust NHS Foundation Trust (WCHCT).

**Introduction**

2020-2021 was a year dominated by the NHS response to the Covid 19 pandemic. This resulted in a number of Library and Knowledge Service (LKS) innovations, including:

* The design and delivery of a virtual Library and Knowledge Service, which ultimately emerged as a blended service.
* The production of video presentations for inductions to all of our stakeholder Trusts and for all staff and students on placement.
* Increased use of Microsoft Teams and Zoom to provide Library and Knowledge Service support, including training, journal club, meetings.

The major focus was ensuring that there was equitable access to all available services and support.

**Health & Safety**

Covid related work being undertaken to ensure that access, services and facilities could be used safely:

* Risk assessments being undertaken and frequently updated as guidance (Trust, Professional, Regional and National) changed, the installation of screening, social distancing, the instigation of a one way system, quarantining of book stock.

The physical Library & Knowledge Service space was utilised by Well-Being and Medical Staffing Teams temporarily.

Library staff contributed to Trust priorities such as Fit testing records, ID card production (every member of Trust staff and students on placement) and a virtual graduation service.

The vast majority of services were able to be delivered, however, for a limited time the following were not able to be delivered due to Covid restrictions.

* Equipment loan (due to Infection Prevention and Control restrictions).
* Physical inter library loans (quickly restored with quarantining requirements).
* Partnership activities with Wirral Libraries e.g. reminiscence events with nursing homes to support patients with dementia, physical book club. Wirral Libraries closed all branch libraries, furloughed staff and many of the sites that were open were actually used for Covid testing. Access to Nursing home residents was not possible.

**Staffing**



The Trust welcomed Jacqueline Pearce as the new LKS Lead in January 2021, following Alexandra Williams’s departure in December 2019.

Linda Taylor held the role of Acting LKS Lead, alongside that of Outreach Services Librarian throughout the interim period.

Librarian, Carly Rowley, left the LKS for a role with Public Health England in March 2021.

Throughout the period that this report covers all Library & Knowledge Staff worked with an end user focus in a creative and flexible manner.

**Service Delivery**

**Literature Searching**

LKS provided literature searches to all stakeholder Trusts that supported:

* Direct Patient Care
* Production and updating of Guidelines
* Production and updating of Protocols
* Quality Improvement
* Reviews of literature, including systematic reviews
* Service Planning
* Successful achievement of research
* Successful academic achievement
* Successful Audit activities
* Supported evidence base practice

Literature and Evidence searches (Mediated and Assisted) for WUTH, CCC and WCT were undertaken on the following patient care topics:

| **Purpose** | **Topic** |
| --- | --- |
| Protocol | Literature review on the utility of procalcitonin testing as an antimicrobial stewardship tool |
| Protocol | Procalcitonin as an intervention does not increase mortality. Use of procalictonin in other patient groups oncology, haematology, neutropenia etc. |
| Review | Best practice Performance Appraisal and Development Review Policies or Guidance documentation examples from other NHS Trusts |
| Service Planning | physiotherapy intervention in premature babies on SCBU |
| Guideline | Examples of mandatory training policies please |
| Guideline | Examples of induction policies from other Trusts please |
| Guideline | I am looking for evidence of whether spinal bracing is effective for treating spinal fractures |
| Systematic Review | Does the use of medical marijuana reduce seizure activity in treatment resistant epilepsy? |
| Service Planning | Axillary staging in invasive lobular and ductal cancers |
| Service Planning | Bench mark data of Trusts who use "appraisal windows" or "rolling 12 month programme" |
| Guideline | Acetazolamide and heart failure; improving alkalosis caused by diuretics |
| Research | Education Provision for Primary Care |
| Patient care | Is there a connection between 1) Sodium Valproate use and Rhabdomyalysis 2) Sodium Valproate use and Hypernatraemia 3) Gastrostomy feeding and Hypernatraemia and 4) Gastrostomy use and Rhabdomyalysis |
| Quality improvement | Providing pressure area care to patients who are proned |
| Coursework | Spiral fractures of fibula and tibula: role of imaging |
| Quality improvement | Undertaking a peer review of clinical skills teaching |
| Guideline | transition to adult services - literature search would be current evidence to support and guide transition for young people |
| Research | use of wristbands to identify patients at risk of falls |
| Service Planning | Examples of SOPs/policies from other NHS Trusts re: telephone/virtial outpatients appts |
| Evidence-based practice | vitamin and mineral requirements/supplementation in patients with pancreatitis |
| Evidence-based practice | vitamin and mineral requirements in patients with liver disease |
| Evidence-based practice | vitamin and mineral requirements in patients with IBD |
| Research | Benchmark data - number of PEFs per student/staff and PEF band/WTE |
| Evidence-based practice | Support for use of the VEST (high frequency chest compression) in children with cystic fibrosis |
| Quality improvement | To reduce the number of patients attending A&E with treatment toxicities caused by cancer treatment |
| Guideline | Hi, please could you send me any talent management and/or succession planning policies, guidelines, frameworks or pathways from other organisations (NHS preferably but any organisation is great). |
| Quality Improvement | PROMS |
| Research | CCC staff authored research publications monthly search and added to the Blog |
| Service Planning | What UK health and social care examples/guidance is there, if any, on good Continuous Professional Development offers or programmes |
| Guideline | The use of debrief following a paediatric resuscitation. Looking at different tools to use and the benefits associated with debriefs. |
| Evidence-based practice | Axillary lymph node biopsy as a technique in staging early breast cancer |
| Service Planning | Patient initiated follow-up |
| Service Planning | staff engagement during mergers |
| Publication | alcohol and stigma of patients accessing healthcare |
| Academic Study | Reducing A&E Attendances for Patients Affected by Cancer Treatment Toxicities |
| Research | Case report |
| Systematic Review | Laparoscopic versus open right hemicolectomy with complete mesocolic excision for right colon cancer |
| Research | Understanding the effectiveness of multidisciplinary teams where the people within those teams are employed by different organisations, and factors that predict the effectiveness of such teams. |
| Publication | campylobacter, troponin and myocarditis. What is the relationship |
| Research | Medical marijuana as an adjunct treatment therapy for treatment resistant epilepsy |
| Publication | Identify all papers detailing prostate biopsy performed on patients with a previous proctectomy |
| Publication | Newborn/Neonate presented with congenital myofiroma |
| Research | CCC staff authored research publications monthly search and added to the Blog |
| Patient care | Use of selective decontamination of the digestive tract (SDD) in patients with carbapenemase-producing Enterobacteriaceae (CPE) / carbapenem-resistant Enterobacteriaceae (CRE) colonisation. Papers may also refer to use of faecal microbiota transplant as an intervention. |
| Service Planning | Outpatient telephone clinic / appointment patient and clinician evaluation - are there any questionnaires out there that we could use that assess patient satisfaction, how effective telephone appts are, etc. |
| publication | Cholechodal cyst in children |
| Research | Causes of cauda equine |
| Academic study | Variations in coccyx anatomy |
| Service Planning | Prevention of function deconditioning |
| Service Planning | Palliative care training for different staff groups |
| Patientcare | cardiac metastases with right ventricular involvement in patient with thyroid cancer/ thyroid cancer causing right ventricular clot |
| Service Planning | Benefits of a dietitian for UGI cancers (cost, length of stay, hospital visits etc.) |
| Service Planning | An increase in renal toxicity associated with the concomitant use of vancomycin and piperacillin/tazobactam (the latter is a combination of two agents, with the trade name ‘Tazocin’). |
| Academic study | Postcode based incidence/outcome data for knee and hip operations |
| Audit | What is the recommended length of time that someone should monitor their BP at home before averaging the results and providing this date to health care professionals |
| Research | VR vs face 2 face simulation  VR in relation to: communication scenarios, human  factor models and debriefing post simulation |
| Research | prehabilitation and diet and exercise for head and neck cancer patients during chemoradiotherapy/radiotherapy/immunotherapy |
| Research | Bowel function after having a right hemicolectomy AND cholecystectomy |
| Patient care | Infected vascular grafts: current guidance, policies from other Trusts, etc. |
| Academic study | Venous thrombolytic events caused by immobility |
| Patient care | Ascites drainage by permanent drain does not increase risk of infection. Patient with ovarian cancer and reservations about the drainage due to the need to distribute chemotherapy |
| Evidence-based practice | Recommended diet in patients with recurrent adhesional small bowel obstruction |
| Evidence-based practice | How many patients who have been exposed to COVID ,subsequently get infected with COVID , from and in healthcare settings |
| Academic study | Alcohol withdrawal in critical care patients |
| Guideline | The use of non-coring needles with a Portacath |
| Academic study | What impact does flexible working have on the retention of older nurses? |
| Protocol Development | Single room isolation for infected patients in hospital |
| Service Planning | Cocaine and chest pain |

**Knowledge Mobilisation and Management**

Staff have mobilised and managed knowledge in numerous ways including:

* Producing the **Neonatal Blog** <https://neonatalbulletin.wordpress.com/> which disseminates Neonatal published research information. The LKS team identified that this was a gap in the national evidence alerts bulletin provision and produced a collaborative resource compiled by WUTH, Liverpool Women’s NHS Foundation Trust, and Manchester University NHS Foundation Trust.
* Carly Rowley led on the work undertaken collaboratively with other NHS Librarians to produce the **Stroke Horizon Scanning Bulletin** [Stroke Horizon Scanning | from NW health librarians (wordpress.com)](https://strokenwpctl.wordpress.com/) which has a target audience of Commissioners and Service Provision Managers in Primary and Secondary Care, the definition of horizon scanning is any new information on- Best practice for service provision; Innovation in service provision and Future risk factors.
* Working collaboratively with other NHS Librarians to produce the **LIHNN Awards Bulletin**, [Get Recognised for Excellence – Receive regular bulletins about upcoming awards relevant to staff in the health care sector (lihnnhs.info)](http://www.lihnnhs.info/getrecognisedforexcellence/)which aims to notify staff and students across all organisations of upcoming and active health, technology and innovation awards to both submit to and learn from. Annabel Leinster leads on this activity.
* Searching, collating and disseminating **research publications authored by Trust staff** for WUTH and CCC, thus increasing stakeholder awareness of research output.
* Creating bespoke surveys (via Survey Monkey) to assist the Trust with **Knowledge Management** information in relation to:
* Patient experience
* Course evaluations
* Service development

**Support & Training**

We delivered training across all stakeholder trusts in:

* Finding the Evidence (106 participants)
* Introduction to Critical Appraisal (52 participants)
* Reflective Writing (8 participants)
* Academic Writing (8 participants)
* Computers for the Terrified
* Systematic Review training (1 participant)
* How to run a journal club (1 participant)

LKS chaired the **Patient Information Reading Group** (physical and virtual) contributing to the Trust’s initiative to ensure that patient information is high-quality and evidence-based.

**Contributions to the Profession and the Network**

Carly Rowley worked hard throughout the year with the LIHNN Committee to enable contributions to the profession and the network. Projects included enabling Knowledge Management events such as Randomised Coffee Trial chats by pairing professionals to benefit from sharing knowledge and experience during the pandemic.

**WUTH LKS Impact**

Respondents to the **LKS Impact Survey**, (which is triggered when specific services are utilised, such as literature searching, training or e-learning, supply of articles or books and reservations), identified the following from customers:-

|  |  |  |
| --- | --- | --- |
| **From that single use of library services or resources how did you use, or how might you use, the information, knowledge or skills gained? (Tick any that apply)** | | |
| **Reason** | **Have used** | **Probably will use** |
| Personal or professional development | 88.4% | 15.38% |
| Direct patient care | 63.64% | 36.36% |
| Teaching or presentations | 33.33% | 66.67% |
| Sharing information with, or advising other staff or colleagues | 57.14% | 42.86% |
| Patient information, advising or educating patients, clients or families | 44.44% | 55.56% |
| Developing guidelines/guidance/pathways/policies | 31.25% | 68.75% |
| Research | 66.67% | 33.33% |
| Organisational/service development/business planning | 25.00% | 75% |
| Commissioning or contracting | 50.00% | 50.00% |
| Publication | 20.00% | 80.00% |

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| --- | --- |
| **From that single use of library services or resources how did the information, knowledge or skills gained help? (Tick any that apply)** | |
| Answer choices | Responses |
| Gain new knowledge | 78.79% |
| Save my Time | 63.64% |
| Confirm prior knowledge or refresh my memory | 42.42% |
| Generate new ideas | 39.39% |
| Improve my confidence | 27.27% |
| Update skills | 24.24% |
| Gain new skills | 24.24% |

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| --- | --- | --- |
| **Did your use of library resources or services contribute to any of the following impacts?** | | |
|  | **Had an immediate contribution** | **Probable Future contribution** |
| Reduce risks or improved safety | 31.25% | 68.75% |
| Improve the quality of patient care | 32.00% | 68% |
| Saved money or contributed to financial effectiveness | 57.14% | 42.86% |
| More informed decision making | 45.83% | 58.33% |
| Contributed to service development or delivery | 35.71% | 64.29% |
| Facilitated collaborative working | 66.67% | 33.33% |
| Contributed to personal or professional development | 75.00% | 33.33% |

|  |  |
| --- | --- |
| **Has the library service helped your Trust (Wirral University Teaching Hospital NHS Foundation Trust) to:** | |
| **Answer choice** | **Percentage Yes** |
| Be the top NHS Hospital Trust in the North West for patient, customer and staff satisfaction | 33.33% |
| Lead on: integrated, shared pathways of care with primary, social and community care | 16.67% |
| Deliver consistently high quality care services enhanced through the provision of regional specialist services | 62.50% |
| Ensure: our people are aligned with our vision | 41.67% |
| Maximise: innovation and enabling technologies | 29.17% |
| Build on: partnering for value | 12.50% |
| Supported by: financial, commercial and operational excellence | 12.50% |

|  |  |
| --- | --- |
| **Has the library service helped your Trust (Clatterbridge Cancer Centre NHS Foundation Trust) to:** | |
| **Answer choice** | **Percentage Yes** |
| Be the provider of choice of non-surgical, solid tumour cancer services to the population of Cheshire and Merseyside | 50.00% |
| Develop key partnerships that will further strengthen our core business, especially the development of an academic centre | 50.00% |
| Remain the employer of choice for staff both within the local, general employment market and nationally, for staff with specific expertise in cancer services | 25.00% |
| Become an organisation that is fully responsive and accountable to its membership | 50.00% |

|  |  |
| --- | --- |
| **Has the library service helped your Trust (Wirral Community Health and Care NHS Foundation Trust) to:** | |
| **Answer choice** | **Percentage Yes** |
| Deliver safe and effective patient care | 40.00% |
| Reducing inequalities will be integral to all service development and delivery | 20.00% |
| Deliver and grow our core business | 20.00% |
| Lead the delivery of out of hospital integrated care | 20.00% |
| Deliver to the expectations of our commissioners and demonstrate quality and value | 40.00% |
| Further develop and maintain a competent, caring and flexible workforce | 20.00% |
| Develop leadership at every level of the organisation | 40.00% |
| Continuously develop the organisation and its governance framework | 60.00% |
| Optimise use of our resources | 60.00% |
| Develop our information and business intelligence to make informed decisions about what we do | 20.00% |

**Feedback**

**Microbiology**: “*We’ve had approval from Clinical Advisory Group to progress procalcitonin testing in COVID patients, as a local ‘proof of concept’ due to the literature search provided by LKS staff. Many thanks for your valuable help and support with this initiative”*

*“Thanks a lot for the training this afternoon. It is so useful for work and my University projects.”*

*“Thank you for delivering the Library and Knowledge service sessions to our students this week. They were fabulous sessions and everyone really enjoyed them and found them really helpful.”*

*“Session was great”*

*“Today's session was exactly what I needed and highlighted that I was making the research aspect much more labour intensive than it needed to be. I think I definitely now have the tools to make collecting the data much more efficient which is exactly what I was looking for.”*

*“Thanks so much for your help this morning and please thank your colleague for the search. This has been really helpful and I’m sure that I’ll be in touch for help in the future. We have a monthly specialist nurse team and I will make sure that everyone is aware of UpToDate and BMJ Best Practice*”.

*“I will also be recommending your service to other colleagues within the department as we regularly send staff for post graduate qualifications and this would definitely of value.”*

*“Just wanted to give you an up-date of how I am progressing with my doctorate. I had my supervised session this week and they are very pleased with my re-write. It's about 95% ready (I would not have got this far without your help thank you). I can't thank you enough for what you have done for me, I was really at a loss but your kindness and your support has helped me get to the finish line.”*

**Heather Hesketh, MSK Team Leader, Wirral Community Health and Care NHS Foundation Trust :** *“The Wirral Community Health and Care NHS Foundation Trust MSK*

*Physiotherapy Service confirm that the LKS have been facilitating a regular MSK Physiotherapists Journal Club. This previously occurred as part of our quarterly staff development days, and now occurs usually bi-monthly and during the covid pandemic has changed to a remote format via zoom.*

*The journal club activity assists us in honing our Critical Appraisal skills (useful both in our practice and for academic purposes) and enables us to use original research and critical appraisal tools and techniques to update professionally, question our knowledge, understanding and practice. The sessions have familiarised us with tools to undertake critical appraisal and continue to aid the achievement of staff undertaking their Masters modules.*

*The article for each session is selected by a member of the physiotherapy team who select an article which is relevant to their clinical practice and hence will have impact on delivery of care to our patients' group.*

*In addition to journal club LKS have provided information on LKS service, resources and support.*

*The impact of these activities has been an increase in the knowledge of clinical staff on the latest EBP together with a structured review of relevant journal articles and invaluable support in helping us with critical reviews*

*Following the attendance of LKS, staff comment on the high quality of the sessions that they have led.”*

**Consultant:** *“Many thanks for your help with this search. The resulting papers were very relevant and helped to inform our discussion regarding risk/benefit of potential interventions. The work we have undertaken will be of great value for future patients.”*

**Clinical Skills Manager:** *“Fantastic, thank you so much, you have been such a huge help with all the evaluations we have created, I and all the team really appreciate it.”*

**Microbiology: *“****The Microbiology team at WUTH have been nominated for an Antibiotic Guardian Award, for their work on Diagnostic Stewardship/reducing antibiotic consumption using diagnostics.” A Library & Knowledge Service literature search undertaken on procalcitonin and mortality in COVID patients fed into this work”.*

**Activity**

|  |  |
| --- | --- |
| Book loans | **715** |
| Document supply / inter library loans | **420** |
| Registrations (new members) | **88** |
| Current members | **997** |
| Inductions (participants) | **42** |
| User education (participants) | **135** |
| User education (hours) | **49.5** |
| Journal clubs (participants) | **25** |
| Academic support (participants) | **29** |
| Academic support (hours) | **44.25** |
| Literature Searches (Mediated) | **65** |
| Literature Searches (Assisted) | **7** |
| Athens accesses | **7425** |
| Current Athens account holders | **911** |
| Evidence alerts recipients | **13** |
| Evidence alerts bulletins sent | **59** |
| Evidence alert bulletin collation hours | **51** |
| Knowledge Management (Survey Monkey) hours | **22** |
| Golden Nuggets | **23** |

**Service Level Agreements**

The LKS Team were sorry to learn that CCC would not be renewing their Service Level agreement for Library and Knowledge Services, as following the opening of their flagship Liverpool Building, they wished to contract with a Liverpool based provider. CCC thanked the LKS staff for all their previous contributions and hard work.

A highlight of supporting WCHCT relates to inducting, and supporting the development of roles for learners undertaking new courses, via new routes. LKS service users included Specialist Community Public Health Nurses, Trainee Nursing Associates, Specialist Practice Community Nursing as well as supporting Trust staff and learners.

**Physical Environment and Financial Sustainability**

Work began in February 2021 to develop the physical library space to best meet the evolving needs of our customers. The space will be redeveloped to provide zoned areas for private silent study; collaborative working and a ‘read and relax’ area. These plans reflect the recent HEE Policy for NHS Library Learning Space.

We continue to utilise collaborative purchasing and in doing so, we expand the range of resources, services and interfaces available to our stakeholders, save money and enable best possible value.

The Kortext e-book package has been added to the LKS resource portfolio, is accessible via a number of routes, including the library catalogue, bespoke support materials have been produced and the resource has been promoted.

We have promptly responded to requests for information relating to the new ‘National Discovery Service’ on behalf of all Stakeholder Trusts. We have attended training and consultation events relating to this development.

**Quality Assurance**

In the last LQAF assessment WUTH LKS maintained an assurance rating of 99% and were in the top 10% of services across the North. We continue to plan for a ‘baseline submission’ for HEE’s new Quality and Improvement Outcomes Framework.

**LKS Staff Development**

In additional to completing the relevant elements of Trust Mandatory Training, LKS staff undertook a wide range of staff development activities to ensure that they were supporting service development, updating their skills, professionally revalidating and being evidence based in their practice. Staff development undertaken was focussed on issues such as:

* Responding to Covid 19
* Delivering virtual sessions, including critical appraisal facilitation and creative thinking
* Leading virtual teams and facilitating virtual meetings
* Supporting the production of systematic reviews
* Being a LIS research practitioner
* Presentation skills
* National Discovery Service events and consultation
* Supporting Systematic Reviews in CINAHL and MEDLINE
* LMS Engagement Sessions
* OCLC Link Resolver training
* HEE and BMJ: Health literacy and patient information in BMJ Best Practice
* Attending regional and national LKS quality and networking events
* Introduction to Critical Appraisal skills (Qualitative, Statistical, Systematic Review)

The learning from these courses was shared with appropriate LKS colleagues.

Jackie Pearce had a full Trust, local and network induction as well as HEE training in areas such as:

* Knowledge for Healthcare Framework 2021-2026
* Health Literacy Awareness
* Searching to support Evidence Synthesis

Linda Taylor successfully achieved her professional Chartered Institute of Library and Information Professionals (CILIP) revalidation.

Carly Rowley was supported on her Chartership journey.

**Contacts**

To find out more, contact the Library & Knowledge Service:-

   

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